

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

Annual Report January 1, 2023 - December 31, 2023 Janet T. Mills Governor



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Jeanne M. Lambrew, Ph.D. Commissioner

March 28, 2024

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 twenty-first annual report for the Maine HIV/AIDS Section 1115 Demonstration Waiver.

We have included data and materials that highlight our activity for Demonstration Year 21, including the analyses from our 2022 provider and member surveys. Please contact Emily Bean at 207-624-4005 or emily.bean@maine.gov if you need further information.

Sincerely,



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

Acronyms

ADAP: AIDS Drug Assistance Program AIDS: Acquired Immunodeficiency Syndrome **ART:** Antiretroviral Therapy **ARV:** Anti-Retroviral Medication ATOD: Alcohol, Tobacco, and Other Drugs **BN: Budget Neutrality** CDC: Maine Center for Disease Control and Prevention CD4: Clusters of Differentiation 4 CHW: Community Health Workers CMS: Centers for Medicare & Medicaid Services CVD: Cardiovascular Disease CY: Calendar Year DHHS: Department of Health and Human Services DY: Demonstration year **ED: Emergency Department** FPL: Federal Poverty Level HCV: Hepatitis C HIN: HealthInfoNet HIV: Human Immunodeficiency Virus HIVAC: HIV Advisory Committee HOPWA: Housing Opportunities for Persons with AIDS HPV: Human Papillomavirus Infection **KPI: Key Performance Indicator** MAIN: Maine Access Immigrant Network MeHABB: Maine CDC's HIV/AIDS Advisory Board MOE: Maintenance of Effort NET: Non-Emergency Transportation **OBH: Office of Behavioral Health OI:** Opportunistic Infections OMS: Office of MaineCare Services PA: Prior Authorization PCP: Primary Care Provider PDC: Proportion of Days Covered PHE: Public Health Emergency PNMI: Private Non-Medical Institution PrEP: pre-exposure prophylaxis RNA: Ribonucleic acid SUD: Substance Use Disorder

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Introduction

This report is being submitted in compliance with the terms and conditions of the Maine Medicaidⁱ Section 1115 Health Care Reform Demonstration for Individuals with HIV/AIDS (herein referred to as demonstration waiver). This waiver has been operational since July 1, 2002, and was reapproved in April 2019 for 10 years (through December 2028).

This section 1115(a) demonstration waiver is designed to test whether providing a limited but comprehensive package of services, including anti-retroviral therapies, to individuals with HIV/AIDS improves health and healthcare outcomes for this population. Specifically, the State's goal is to improve the health status of individuals living with HIV/AIDS in Maine by:

- Enhancing access to continuous healthcare services;
- Arresting progression of HIV/AIDS status by providing early and optimal care coupled with high quality and cost efficiency; and
- Expanding coverage to additional low-income individuals living with HIV with the savings generated from disease prevention and the delayed onset of AIDS.

This demonstration waiver includes two groups, HIV-positive individuals who are at or below 133 percent of the federal poverty level (FPL) who are MaineCare eligible, and demonstration enrollees who do not otherwise meet the eligibility requirements of MaineCare, but who are HIV-positive and are at or below 250 percent of the FPL.

Early treatment and case management services aim to create efficiencies that allow MaineCare to help individuals maintain access to critical treatments, prevent disease progression, and reduce morbidity and mortality. Maine remains committed to continuing this important work to sustain these services for this population.

The demonstration waiver completed its 21st demonstration year (DY21) in December 2023. This report includes data and materials highlighting our demonstration year activities. The attachment section includes samples of materials distributed to members, providers, and community partners, as well as other pertinent data that is referred to in the narrative portion of this report.

Please note that some enclosures with this report maintain the year-to-year comparisons for consistency in data trending; however, there may be some distortion in the historical data as the Centers for Medicare & Medicaid Services (CMS) requested that DY11 be reported as a sixquarter year.

Summary

Over the 21 years of this demonstration waiver, the Office of MaineCare Services (OMS) has improved access to medical services for Maine residents living with HIV. During DY21, the demonstration waiver provided medical services to 323 demonstration enrollees. In addition, 663 MaineCare members had the benefit of enhanced care coordination.

The OMS HIV Program has strong, longstanding, and collaborative relationships with the Maine Center for Disease Control and Prevention (CDC), including the AIDS Drug Assistance Program (ADAP) and the Ryan White Part B program, targeted case management agencies, and the Office for Family Independence (OFI). Additional resources and partnerships have been developed this year to better support MaineCare and waiver members enrolled in this program. The Program has provided educational trainings and site visits to providers and newly hired case managers. We continue to distribute posters and brochures throughout the state to OFI 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, as a result of MaineCare's Medicaid expansion, approximately 30 percent of the demonstration waiver enrollees transitioned to full MaineCare coverage. In DY18 we saw a smaller number of individuals moving from the demonstration waiver to the Medicaid expansion population. This transition of members plateaued in DY19 as enrollment numbers remained consistent for the first time in a few years. The individuals who transitioned from the demonstration to full MaineCare 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 benefits package (including dental, durable medical equipment, chiropractic services, home health and hospice). Due to the Medicaid continuous coverage requirement ending and the resumption of normal MaineCare eligibility operations mid-year, enrollment numbers remained fairly consistent throughout DY21.

OMS looks forward to our work with the evaluation team. The aim is to better understand the various aspects of the demonstration waiver and the effect the programmatic activities have on the outcomes of the enrollees and members served with this demonstration.

Enrollment

Table 1 provides a summary of enrollment, by month, from DY16 to DY21 (calendar years 2018 - 2023). After the 21st year, there were 284 demonstration enrollees in the program and 520 MaineCare members enrolled.

In DY17, the demonstration waiver transitioned approximately 30 percent of its enrollees to full MaineCare through MaineCare expansion, which was implemented on January 1, 2019, with

retroactive coverage back to July 1, 2018. Although the total number of members has not measurably changed with the MaineCare expansion, there was a large shift between the two eligibility groups evident in both DY17 and DY18 data. In DY16, just over 40 percent of enrollees were covered by MaineCare each month. This percentage increased steadily, reaching over 57 percent by the end of DY17, and almost 62 percent by the end of DY18. Maintenance of Effort (MOE) requirements associated with the COVID-19 Public Health Emergency (PHE) declared in March of 2020 have likely also contributed to the shift in enrollment, as members who may have otherwise been disenrolled from MaineCare and shifted to the demonstration group maintained their MaineCare eligibility. Since MOE requirements were still in effect for DY20 and part of DY21, we saw consistent enrollment trends for DY19. As of April 2023, OFI began resuming routine eligibility and enrollment operations (referred to as unwinding), including disenrolling MaineCare members who are no longer eligible or if eligible, moving them to the demonstration waiver. At the end of DY21, enrollment remained consistent although the Department does expect to see some shifting as unwinding continues.

Month	DY16 Demonstration Enrollees	DY16 MaineCare Members	DY16 Total	DY17 Demonstration Enrollees	DY17 MaineCare Members	DY17 Total	DY18 Demonstration Enrollees	DY18 MaineCare Members	DY18 Total
January	446	312	758	458	313	771	314	438	752
February	446	310	756	448	324	772	310	437	747
March	454	308	762	428	338	766	310	444	754
April	456	309	765	403	362	765	308	450	758
May	458	306	764	398	375	773	296	457	753
June	457	312	769	334	420	754	299	460	759
July	458	312	770	336	426	762	301	467	768
August	457	315	772	331	421	752	303	461	764
September	460	317	777	334	428	762	304	464	768
October	465	315	780	327	436	763	302	470	772
November	458	312	770	324	437	761	298	481	779
December	463	311	774	322	436	758	298	484	782
Annual Unduplicated Count	541	380	872	478	519	857	336	548	838

Table 1. Count of Members by Group at the End of Each Month

*Unduplicated counts do not account for retroactive eligibility changes

Month	DY19 Demonstra tion Enrollees	DY19 MaineCare Members	DY19 Total	DY20 Demonstrat ion Enrollees	DY20 MaineCare Members	DY20 Total	DY21 Demonstrat ion Enrollees	DY21 MaineCare Members	DY21 Total
January	297	479	776	291	506	797	286	537	823
February	293	487	780	290	509	799	290	538	828
March	291	497	788	292	513	805	289	537	826
April	294	497	791	289	517	806	291	547	838
May	294	497	791	291	521	812	291	551	842
June	290	500	790	288	530	818	294	544	838
July	288	501	789	289	534	823	290	534	824
August	290	503	793	289	532	821	297	521	818
September	291	504	795	287	528	815	294	512	806
October	291	505	796	285	520	805	293	509	802
November	292	506	798	283	530	813	287	510	797
December	292	505	797	283	539	822	284	520	804
Annual Unduplicated Count	344	555	899	304	635	925	323	663	955

*Unduplicated counts do not account for retroactive eligibility changes

At the end of DY21, of the 284 demonstration enrollees, 238 (84%) were male and 46 were female. Out of the 520 MaineCare members enrolled at the end of DY21, 369 (71%) were male and 151 (29%) were female. A breakdown of gender by month shows a decrease of 159 male demonstration waiver enrollees from the end of DY16 to the end of DY21, and a decrease of 9 in the number of females. In the MaineCare population, there was an increase of 162 males and an increase of 46 females. MaineCare enrollment and claims data indicate 78 percent of MaineCare members living with HIV are White and 12 percent are Black or African American; Maine CDC 2022 HIV surveillance data shows 70 percent of people living with HIV in Maine are White/non-Hispanic and 19 percent are Black or African American. MaineCare staff is exploring ways to reach race and ethnicity groups that are underrepresented in the program.

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

Distinct member counts by the quarter show that 71 (34%) of the original 211 cohort members (from DY1) were enrolled in the last quarter of DY21. Of these, 60 members were included in the MaineCare group, and 11 members were in 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 included in the cost-neutrality cap was initially utilized on July 1, 2002. At a high level, the algorithm identifies members based on paid claims with an HIV/AIDS diagnosis. Two hundred eleven members were identified at that time, and if eligible, will continue to be part of the cohort of members included in the cost-neutrality cap throughout the years of the demonstration waiver. The monthly algorithm run on claims data identifies new members to include in the cost-neutrality cap along with the original cohort. The end of the first quarter in DY01 had 211 members in the cohort, while the end of the last quarter of DY21 had 71 members, which is a decrease of 140 members (66%). 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.**

In December 2023, there were 804 members covered by the program. 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 DY21 as the cost of patient care is not projected to exceed the project allotment; however, the State may institute a cap on the number of program participants in the future if the budget estimates indicate costs will exceed the project allotment.

Outreach and Engagement

MaineCare staff conducted numerous outreach activities throughout the year to encourage enrollment and full utilization of demonstration benefits and services. Outreach activities made by the HIV waiver program included:

- Referring MaineCare members to Maine CDC for ADAP and Ryan White assistance.
- Participating in the HIV Advisory Committee (HIVAC), a Maine legislative committee. 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." The Nurse Coordinator and the Program Manager provide updates on the waiver, participate in peer-to-peer learning opportunities, and look for areas of alignment and collaboration.
- Distributing enrollment applications to all DHHS offices, Primary Care Provider (PCP) 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.
- Outreaching members, case managers, and providers on Emergency Department (ED) utilization that incorporates daily ED data from HealthInfoNet (HIN), Maine's designated Health Information Exchange, and a regular monthly report process that uses claims data to track ED utilization.
- Participating in the Maine CDC's HIV/AIDS Advisory Board (MeHAAB) meetings. Maine CDC is required to have a planning process that includes the development of a comprehensive plan and the establishment of a "planning body." This board contributes to HIV prevention, care, and treatment service delivery by developing strategic collaboration among community partners. MeHAAB is a broad group of partners including federal, state, and local HIV/AIDS government entities, programs, organizations, and others who 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.
- Sending 865 birthday letters to members in DY21. Birthday letters encourage members to stay in good health by setting up their necessary cancer screenings and immunizations (such as the Influenza vaccine).
- Sending an introductory letter, PCP inquiry letter, and consent form to 105 new and re-joining members.
- Sending 95 mammogram letters and 135 pap letters to members in DY21. Mammogram and pap letters encourage members to stay in good health by setting up their necessary cancer screening.
- Sending the HIV Program's poster and brochure to approximately 1,000 sites across the state. Sites included soup kitchens, homeless shelters, doctor offices, case management agencies, hospitals, and local DHHS offices.

Provider survey outreach:

• The 2022 annual HIV Provider Surveyⁱⁱ was sent to 361 providers, including PCPs and infectious disease specialists. The survey results identified barriers that providers feel hinder a member's access to timely and necessary care. The survey asks providers about resources they use to help address the health disparities experienced by individuals living with HIV/AIDS.

A second mailing of the 2022 HIV Provider Survey was sent to those who did not respond to the first mailing. In total, we received 45 responses, a 12 percent response rate (the same as the 2021 survey).

• In response to the survey and to provide more education and resources to providers, the HIV Program sends monthly emails to providers who indicated they would like to be on our HIV listserv. Emails contain information and resources related to HIV. Topics include newly approved HIV drugs and formulary updates, HIV treatment guideline updates, housing resources, information on PrEP, unwinding updates, and behavioral health resources. The HIV program also began sending more information to MaineCare's larger provider listserv on topics relevant to all MaineCare providers. These emails contained information on HIV testing guidelines and PrEP.

Member survey outreach:

- The 2022 annual HIV Member Surveyⁱⁱⁱ was sent to 770 members. Questions about whether the member can get needed medical care and drugs help staff target problem areas for follow-up. The survey is not anonymous; thus, the program's Nurse Coordinator can contact members who report problems in seeking care. Some of the topics in the Member Survey are also included in the Program's Provider Survey. For example, both members and providers are asked about housing. Members are asked about their living situation and whether they are worried about housing, while providers are asked whether they are hearing or seeing housing problems among the members they treat.
- A second mailing of the 2022 HIV Member Survey was sent to members who did not respond to the first mailing. This approach increased the sample size to a much more adequate number of 369 respondents. In total, we received a 48 percent response rate, compared to a 48 percent response rate for the 2021 survey.
- In response to the survey and to keep members informed, the HIV Program began sending emails to members who indicated they wanted to be on our listserv. The information included updates about Non-Emergency Transportation (NET), COVID-19 vaccinations, testing and treatment, and unwinding updates.

Staff Training and Continuing Education

Waiver staff often participate in trainings, webinars, and continuing education activities as a means of networking and to help stay current with new developments, skills, and resources that are pertinent to the members and providers we serve.

• The Program Manager and Nurse Coordinator attended the monthly Governor's Office Opioid Response Seminar Series. The monthly series covered topics such as the prevention of substance use disorders and programs in Maine that are available to help individuals with substance use disorders. The one-hour series is moderated by Gordon Smith, Director of Opioid Response for the State. Substance use disorders are more common in individuals with HIV than in the general population, making this topic particularly relevant. Representatives of OMS presented on two seminars in 2023. The Treatment Connection, a service locator tool, and a relatively new model of delivery of behavioral health services called Certified

Community Behavioral Health Clinics (CCBHC) will both offer new options for Maine patients and providers.

- The Program Manager attended a webinar titled *Unwinding the COVID-19 Medicaid Continuous Coverage Provision*. This webinar discussed what Congress released in their end of year spending plan which included changes to the COVID-19 related enhanced federal Medicaid funding and the Medicaid continuous coverage protection. If enacted as proposed, the law will establish a date for states to resume Medicaid disenrollments starting on April 1, 2023 and adds new transparency and accountability requirements. This webinar reviewed these changes and what it means for the Medicaid community moving into 2023.
- The Office of MaineCare Services and the Maine State Housing Authority hosted a webinar titled *What's Happening with Housing?* The webinar shared the latest on state legislation, resources, and housing programs from experts with the Maine State Housing Authority and the OMS. A downloadable directory of resources along with other information was shared with attendees. Topics included:
 - Resources for people who need housing
 - o What will change for housing resources when pandemic funding ends
 - How the Housing Outreach and Member Engagement (HOME) program can help MaineCare members who are experiencing homelessness
- Program Manager attended a webinar titled *Unwinding 101*. Topics covered included: What is the unwinding? What's at stake? What are the expectations and requirements for states as they begin the process of resuming routine eligibility and enrollment operations? What opportunities are there for Medicaid partners to collaborate with their Medicaid agencies and contribute to the effort to ensure that eligible children, families, new moms, people with disabilities, and dually eligible seniors do not lose coverage for procedural reasons?
- Program Manager attended a webinar titled Improving Access and Addressing Health Disparities through Medicaid: Learnings from Innovators in Minnesota and North Carolina. The Robert Wood Johnson Foundation and the National Academy for State Health Policy organized a virtual chat with Medicaid leaders from Minnesota and North Carolina. Both states received a RWJF-NASHP Medicaid Innovation Award for tailoring their Medicaid programs to address longstanding health disparities and improve access to care for key populations. State leaders provided examples of how they supported innovations to advance health equity in their respective states. This was an informal conversation that allowed time for questions. Minnesota engaged community members to inform recommendations on how to address racial equity for Black Minnesotans. The recommendations address enrollment and renewal, increasing access to culturally relevant care, and engaging communities and families served by the program. North Carolina developed a maternal/perinatal telehealth policy during the COVID-19 pandemic that provided telehealth and home visit care to patients; provided reimbursement to perinatal providers for remote blood pressure monitoring, physiological monitoring, and lactation services; and conducted postpartum depression screenings by video, phone, and online portal messaging.

- Program Manager attended a webinar titled *Planning for the end of the Medicaid Continuous Coverage requirement: Impacts for MaineCare members.* In December 2022, Congress passed a law that separated the Medicaid continuous coverage provision from the COVID-19 public health emergency by providing a fixed end date of March 31, 2023. The upcoming end of the continuous coverage requirement will bring with it important regulatory changes that will impact eligibility and coverage for MaineCare members. During this webinar, the DHHS Office for Family Independence, OMS, and Office of the Health Insurance Marketplace provided an overview of what the end of the continuous coverage requirement means for people enrolled in MaineCare, how the Department is planning to mitigate unnecessary coverage losses as regular processing of MaineCare eligibility resumes, and how attendees can stay informed and assist with sharing information and resources in the community.
- The Nurse Coordinator attended a webinar titled *HealthInfoNet-Deep Dive: Social Health Data Use and Actions*. This webinar was a discussion/brainstorming session amongst organizations in the state as a means to identify tools and resources by healthcare providers using social health information for referrals, patient education, documentation, etc. There was much discussion on how Sexual Orientation Gender Identity (SOGI) data collections is used. MaineHealth presented a case study on how they are using this data to better fill their beds for folks that are transgender/non-binary and not just male or female while being very mindful of discrimination laws when making these new policies. This has mitigated nonbinary/transgender individuals the need to wait for a private room which could be a very long time under the old policies and procedures.
- The Nurse Coordinator attended a webinar hosted by the New England AIDS Education and Training Center titled *HIV/Oral Health*. This webinar was a discussion on substance use disorders, HIV, and oral health implications. These implications are unlike those seen in other patients with substance use disorder. This discussion was led by both a physician and dentist who serve in under resourced communities and have much experience in these scenarios in their respective modalities and they collaborate often.
- The Program Manager attended a webinar titled *Navigating Medicaid Continuous Coverage Unwinding for Ryan White HIV/AIDS Program (RWHAP) Clients.* This webinar discussed an overview of Medicaid unwinding. Presenters from The Access, Care, and Engagement (ACE) Technical Assistance Center, as well as experts from Killelea Consulting LLC, Equitas Health, and the AIDS Foundation of Chicago, explained how RWHAP case managers and program staff can help people with HIV navigate the unwinding process, re-enroll in Medicaid or transition to other coverage, and avoid gaps in coverage and care.
- The Nurse Coordinator attended a webinar titled *HealthInfoNet-Closing: Next Steps HINs Social Health Data Action Steps.* This webinar was a culmination of the previous deep dives done comparing how Maine medical providers do data collection, storage, use and findings, etc. Several representative medical offices discussed how they did each of these to help HIN and other practices/hospitals able to expand participating, sharing data, enhancing partnerships, and help to build an internal resource directory.

- The Nurse Coordinator attended a webinar titled *Community Engagement Town Hall-CDC*. This town hall discussed addressing the social and structural barriers and challenges to reaching the HIV community. Attendees discussed what is working and not working related to health equity, what the biggest barriers to PrEP are in each respective community, and how to build capacity in syringe service programs in order for comprehensive services to be provided.
- The Program Manager and Nurse Coordinator attended a webinar titled *HOPWA HIV & Aging Series: Combating Social Isolation & Loneliness*. This webinar focused on effective strategies and supports to prevent and address feelings of social isolation and loneliness among people aging with HIV. Topics covered included physical, mental, and psychological effects of loneliness and the relationship between loneliness and depression, as well as other chronic conditions. The presenters also discussed ideas to counteract these effects through peer support, social and community-building activities, and case management.
- The Nurse Coordinator attended the Governor's Office Opioid Response Seminar Series. This seminar discussed how to support individuals with substance use disorders (SUD) in the hospital with the main emphasis being that it should be treated as any other chronic condition. SUD should be identified early on in an effort to begin treatment and provide resources as soon as possible versus waiting for follow up with a primary care provider, referral to a pain clinic, etc. SUD is beginning to be recognized as a hospital acquired infection and this is not recognized prior to admission or throughout the hospital stay. Unrecognition of this can incur harm including but not limited to moral distress for patients/staff. This also causes frequent patient directed discharges. It is noted when hospitals identify SUD early on, it increases the patient's engagement and experience and reduces death.
- The Nurse Coordinator attended a webinar titled *Update on HIV & COVID*. This webinar was a discussion with Dr. Rajesh Gandhi which provided updates on HIV and COVID-19. The webinar discussed studies done on individuals living with HIV that had low CD4 counts and other comorbidities that were noted to have higher mortality rates. Studies also discussed treatments that should or should not be given and what treatment looks like going forward. It was noted how important randomized clinical trials were in regard to vaccination and treatments.
- The Program Manager and Nurse Coordinator attended a mini training by the Office of Substance Abuse and Mental Health Services (SAMHS) on the Intensive Case Management program (ICM). This program helps persons with mental illness and co-occurring SUDs reintegrate into the community following discharge from incarceration.
- The Nurse Coordinator attended a webinar titled *Pre-exposure Prophylaxis for HIV Prevention Use in Carceral Settings: Experiences from a Statewide Correctional System in the US.* This webinar was a discussion about preventive measures taken for individuals who have HIV or are at risk for HIV acquisition. It was discussed how important it is to ensure these individuals receive the care and medication they need prior to release back into the community. Approximately 1 in 7 individuals with HIV report a history of incarceration and many of those individuals come from the community with limited access to medical care. Data was presented about the implementation of PrEP in correctional facilities.

- The Nurse Coordinator attended a webinar titled *HOPWA HIV & Aging Series-Combating Social Isolation & Loneliness.* This was an informative webinar on the implications of those living with HIV while also struggling with social isolation and loneliness during and after the COVID pandemic. Many living with HIV are living longer lives due to efficacy of and access to ART. While this is great, there are also many who suffer from guilt because they are still alive when others close to them who had HIV are no longer alive. This guilt can lead to depression and loneliness which can be detrimental to health in general. This is an effort to bring this to light and to not minimize the effects of social isolation.
- The Nurse Coordinator attended a webinar titled *Ending the HIV Epidemic-Quarterly Stakeholder Webinar-Innovative Housing Collaboration*. This webinar had a panel discussion and an update on housing options after temporary pandemic funds have been depleted. An overview of HOPWA was provided as well as the differences in funding in Ryan White Part B and HOPWA along with the challenges of each.
- The Nurse Coordinator attended a training titled *Research Towards an HIV Cure*. This webinar provided much discussion on new therapies, in particular, anti-latency therapies that are showing promise towards a cure, and developing ways to use ART as prevention and developing a vaccine that is protective.
- The Nurse Coordinator attended the Consumer's for Affordable HealthCare Medicare Savings Program training. This training explained the Medicare Savings Program and how it can help individuals who are eligible with Medicare costs.
- The Nurse Coordinator attended a webinar titled *HIV& Oral Health Webinar Series Part 6, Oral Health and Health Equity for Older People.* The definition and root causes of ageism was discussed as well as ageism in HIV care, ageism in oral healthcare, and how to move toward greater health equity.
- The Nurse Coordinator watched a recorded webinar titled *HIV & Oral Health Webinar Series Part 7 HPV, Sex, and Cancer*. This webinar provided an overview of current information regarding HPV, including the importance of vaccination and prevention or oropharyngeal cancer. It also discussed the potential role of dentists as vaccinators.
- The Nurse Coordinator attended a webinar titled *Breastfeeding Among Women with HIV*. This webinar gave updates on recent changes in the national perinatal HIV guidelines regarding infant feeding in the US and around the World. Since the onset of HIV (and up until this year), the CDC policy has stated that it is dangerous for mothers living with HIV to breastfeed their infants; however, more recently, recommendations have changed to state that it is up to the parents to determine how to feed the baby. If the birth parent has been on ART all along and is virally suppressed, the likelihood of passing HIV to the baby is very low.
- The Program Manager attended a webinar titled *Insights from Medicaid Leaders on Reaching and Engaging the Medicaid Population*. With the recent public health crisis (PHE) expiration, millions of Medicaid beneficiaries have been impacted in some way as they navigate the

redetermination process after roughly three years since they had regular communication with Medicaid agencies. According to data from the Urban Institute, a staggering 62% of Medicaid beneficiaries were unaware of the resumption of regular Medicaid renewals after the expiration of the PHE. Of those who were aware, about 25% said they received information from their health insurance plan. What have Medicaid agencies, managed care organizations, and other partners done so far to help ensure that members who are still eligible for coverage retain it? How can these agencies continue to educate this population during the redetermination process so that they can retain the appropriate coverage? In this webinar, we heard from Medicaid experts about their approach to the redetermination process and how they are supporting and engaging the Medicaid population during this unprecedented time. Key Takeaways included:

- Strategies that Medicaid partners have undertaken to overcome the PHE expiration with a member-first approach
- The channels and methods that managed care organizations and health plans are using to educate and engage with the Medicaid population
- The importance of enabling continuous communication with Medicaid beneficiaries through community partnerships and advocacy organizations
- How plans are helping members navigate redetermination
- The Nurse Coordinator and Program Manager attended a presentation by Dr. Laureen Biczak titled *Long COVID*. Dr. Laureen Biczak gave a clinical update on the syndrome known as Long COVID, including what is and isn't known about this new disease, the symptoms, who is affected and potential societal impacts of Long COVID.
- The Nurse Coordinator and Program Manager attended *Grand Rounds Presentation: Ending the HIV Epidemic: Step One; Treat Everyone with HIV.* The presenters were Dr. Rawlings and Tiffany Townsend, FNP with the Gilman Clinic. They outlined where the state of Maine lies in the HIV/AIDS epidemic and how testing everyone who is sexually active for HIV may help bring down Maine's relatively high numbers. They recommend that providers start doing thorough sexual health screenings at all visits.

Provider Network and Transportation Challenges

Demonstration enrollees utilize the same network of providers as MaineCare members, for both primary care and specialty care. There are 411 distinct providers (primary care providers and infectious disease specialists) currently providing care for enrollees and active members. These providers are located throughout all sixteen counties in Maine and a few in New Hampshire.

We have learned from our surveys that some members find traveling the distance from rural Maine to a more populated area, such as Bangor, to be seen by an infectious disease specialist is very challenging. MaineCare covers the NET cost for both members and demonstration enrollees, but time and health conditions make travel difficult for some members. Additionally, the NET program continues to experience challenges with driver capacity due to statewide and industry-wide labor shortages.

Children continue to have access to two of the most widely used infectious disease pediatric practices in Maine. Both pediatric providers can refer their patients to Massachusetts General Hospital for a consult, should a complication or need arise.

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 DY21 included:

- Contact data and call tracking the Program tracks incoming and outgoing contacts (phone calls, emails, letters, and faxes) between staff and members, case managers, and providers, allowing us to determine the types of services utilized by members. The total of incoming and outgoing contacts decreased by less than 1 percent in the twenty-first year. The three highest contact categories in DY21 were adherence to HIV medication, various other reasons, and eligibility respectively. **Please see Attachment C: Contact Tracking Summary.**
- The Nurse Coordinator receives two medication adherence reports from the OMS Pharmacy Benefit Manager, Change Healthcare. The Nurse Coordinator uses these reports to follow up with members and their pharmacies, case managers, and providers as necessary. These reports are detailed below.
 - The first medication adherence report is a prospective report that shows prescription medications that will soon be due to be picked up. The Nurse Coordinator's focus on these calls is to remind members to pick up medications. The Nurse Coordinator addresses any anticipated barriers to promote timely medication pick-ups. The Nurse Coordinator also reminds members of the importance of taking their medications as prescribed.
 - The second medication adherence report shows prescriptions that have not been picked up. The members on this report are grouped by CD4 results so the Nurse Coordinator can prioritize her calls to those with the lowest CD4 count. The Nurse Coordinator's focus on these calls is to identify and remove the barriers that prevented the member from picking up their prescriptions. The Nurse Coordinator also reminds members of the importance of taking their medications as prescribed. In some circumstances, the Nurse Coordinator works with the member's case manager and provider to brainstorm and remove barriers.

- Contact with providers and case managers, as well as the OMS Provider Relations and Policy units, to assist with benefit and policy questions and billing issues.
- Surveyed in July 2023, all members living with HIV regarding their quality of life and satisfaction.
- Surveyed in July2023, all providers working with MaineCare members living with HIV regarding provider needs and satisfaction.
- Collected clinical data (viral loads and CD4s) from Maine CDC and providers to understand health status and track disease progression.
- Compiled data for Complaint Report. See the Complaint/Grievance section of this report on page 24 and Attachment N for more information.

Opportunistic Infections (OI)

The most common OI was pneumonia with 11 demonstration enrollees and 22 MaineCare members diagnosed, or 3.4 percent and 3.29 percent, respectively. The next most prevalent condition among demonstration enrollees was candidiasis while among MaineCare members the second most prominent condition was encephalopathy. The third most prevalent was candidiasis for MaineCare members and lymphoma among demonstration enrollees. Encephalopathy was seen in eight MaineCare members and four demonstration members experienced candidiasis, or 1.2 percent and 1.24 percent, respectively. Lymphoma was seen in three demonstration enrollees and six MaineCare members experienced candidiasis, or 0.93 percent and 0.94 percent, respectively. These top three OIs differ from the top OIs in DY20, although in both years pneumonia, candidiasis, and encephalopathy was in the top three. Additional information is available in Attachment G: Number of Distinct MaineCare Members and Claims with Opportunistic Infection Diagnosis.

In addition to opportunistic infections, we also monitor AIDS-defining illnesses. When an individual living with HIV is diagnosed with an AIDS-defining illness, the patient is considered to have progressed from HIV to AIDS. In DY21, 43 MaineCare members and 18 waiver members had an AIDS-defining illness as a primary diagnosis on a claim.

Women's Healthcare

Two hundred twenty-five distinct females, 18 years and over, were enrolled as demonstration enrollees or MaineCare members. Of these, 48 were demonstration enrollees (21%), and 177 were MaineCare members (79%).

Seventy-three percent of female demonstration enrollees were age 40 or over. Seventy percent of female MaineCare members were age 40 or over. Data from MaineCare claims showed that fifteen percent of female demonstration enrollees and twenty percent of female MaineCare members 18 years and older were screened for breast cancer using mammography. Fifteen percent of female demonstration enrollees and twenty-four percent of female MaineCare members were screened for cervical cancer. Many MaineCare members have other primary healthcare coverage (either Medicare or a private plan). For these members, their primary coverage often pays for these services, so these percentages likely underestimate the true rates of breast and cervical cancer screening. MaineCare Services has no way to track, monitor, or count those claims covered entirely by another payer. **Refer to Attachment H: Claims for Women's Healthcare**

Tuberculosis Testing

There were eighty MaineCare members and twelve demonstration enrollees who had a MaineCare claim for a tuberculosis test in DY21, as compared to 81 MaineCare members and eight demonstration enrollees in DY20. In DY21, three MaineCare members living with HIV/AIDS had a claim with a tuberculosis diagnosis.

Utilization of and Expenditure on Services

Utilization of services is tracked by provider type claim, number of distinct members, and per member per month costs from the beginning of the demonstration waiver to the end of DY21.

During DY21, the total amount spent on services per demonstration enrollee was \$1,027.77 per month, a 15 percent increase over DY20. The total amount spent on services per MaineCare member was \$2,713.90 per month (a 5% increase over DY20). These calculations are based on members with claims versus actual expenditures (see the Financial Performance section below for counts based on actual expenditures). **Refer to attachment I: Amount Spent by Provider Type Claim and the Number of Users**

Emergency Department, General Inpatient, and Residential Behavioral Health Utilization

Figure 1 summarizes the portion of demonstration enrollees and MaineCare members living with HIV who had an ED visit and those who had an inpatient hospital stay. ED visits in 2023 went up slightly but are still lower than they were before the pandemic. The ED visits for all MaineCare members from 2022 to 2023 was stable, similar to demonstration enrollees and MaineCare members living with HIV.

For MaineCare members living with HIV, inpatient admissions were stable from 2022 to 2023. Demonstration enrollee admissions went up, offsetting a decrease in MaineCare member admissions. Inpatient admission volume for all MaineCare members, beyond just the HIV program, went down slightly (4%) from 2022 to 2023, and the percentage of MaineCare members who had an admission went from 7.4% in 2022 to 6.5% in 2023.

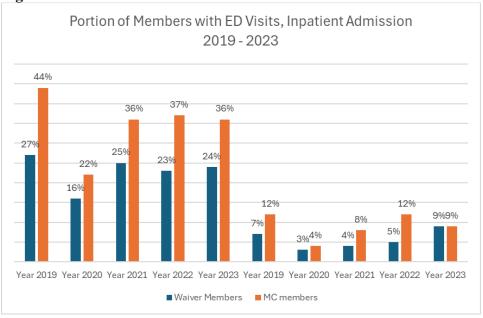


Figure 1

One demonstration enrollee and no MaineCare members utilized inpatient behavioral health services during DY21. Utilization of inpatient behavioral services has not changed since 2020, when Maine expanded access to SUD treatment by increasing the bed capacity limit **Refer to Attachment K: Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Claims and Users.**

Adherence to Medication Therapy

Medication adherence calls made by the Nurse Coordinator to members and/or their case managers totaled 760 for DY21. These calls are structured to provide interventions and remove barriers to improve health outcomes, where possible, for members in various groups, based on their CD4 count. For example:

- The Nurse Coordinator provides self-management strategies to members and education on topics like medication side effects and the importance of adherence.
- When necessary, the Nurse Coordinator encourages communication between the pharmacy and the member's prescribing provider. Members can encounter health care barriers due to pharmacy billing issues, deferred or denied PAs, lack of transportation, or even forgetting to pick up and/or take their medications.

Refer to Attachment C: Contact Tracking Summary

Mortality

Sixteen demonstration enrollees or members died during DY21. Of the deceased members, seven were demonstration enrollees (one more than DY20) and nine were MaineCare members (five less than DY20). A total of 311 members have died since the beginning of the demonstration waiver in 2002. Two hundred of the deaths were MaineCare members and 111 were demonstration enrollees.

Refer to Attachment L: Deceased.

Disenrollment

To receive enhanced federal matching dollars during the federally declared PHE, the federal government required MaineCare and other state Medicaid agencies to retain coverage for MaineCare members for the duration of the declared PHE, with few exceptions. For this reason, we continued to see less disenrollment and little to no re-enrollment/movement within the demonstration group. Fifteen demonstration enrollees moved to receive full MaineCare services, one enrollee re-enrolled as a demonstration enrollee, 25 demonstration enrollees are no longer enrolled in the waiver, 15 moved out of state, and seven demonstration enrollees died during DY21.

Refer to Attachment M: Disenrollment tracking for Demonstration Group.

Policy and Administrative Overview

There are several policy and administrative components for this demonstration waiver which are described below.

Co-payments and premiums (for waiver enrollees)

Co-payments

Waiver enrollees pay all the regular MaineCare co-payments except for a few additional, higher ones. These include:

- Physician visit: co-pay is \$10.00
- Prescription drugs: co-pay is \$10.00 per 30-day supply for generic medications, and co-pay is \$20.00 90-day supply for brand name medications (by mail order only).

The ADAP is a federally funded program administered by the Maine CDC, which helps improve access to the prescription medications needed to manage and treat HIV. The ADAP assists enrolled clients in accessing the prescription medications deemed necessary to manage and treat HIV and to prevent and treat illnesses that develop as a result of a suppressed immune system or that are commonly associated with HIV (e.g., Opportunistic Infections). The ADAP is designated as a 'payer of last resort'. The ADAP pays deductibles, premiums, and co-pays (for medications on the ADAP's formulary) for enrolled individuals. This coverage wraps around MaineCare, Medicare Part D, and private insurance. The ADAP covers medications to treat HIV, mental illness, high blood pressure, high cholesterol, hepatitis, diabetes, thyroid disease, heartburn, nausea, diarrhea, antibiotics, contraceptives, estrogen, and vaccines. The full ADAP formulary can be found at: <u>http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/provider/documents/adap-quarterly-formulary.pdf</u>.

The ADAP assists with co-pays in the following way:

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

Premiums

Enrollees with an individual income above 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 the full payment. The premium amounts are as follows:

INCOME LEVEL	MONTHLY PREMIUM
Equal to, or less than, 150% of the Federal Poverty Level	0
150.1% - 200% of Federal Poverty Level	\$35.93
200.01% - 250% of Federal Poverty Level	\$71.85

*Note: The State policy is to increase premiums by five percent (5%) annually; during the PHE, the state suspended these premium increases in accordance with Maintenance of Effort requirements associated with the enhanced federal match during the PHE.

Complaints/Grievances

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

- The MaineCare Member Services helpdesk has a toll-free number for all MaineCare members (including those on the demonstration waiver). Member Services answers the questions or resolves the complaints and enters the information into 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 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. Demonstration waiver and MaineCare members make direct calls and send emails and written correspondence to the Nurse Coordinator and Program Manager.

The Program enters all the complaints, concerns, or questions received into an electronic tracking system for resolution and tracking. In DY21, there were five complaints. All complaints were resolved. Attachment N: Nurse Coordinator Complaint Log.

Evaluation Activities Annual Summary of Progress CY2023/DY21: January 15, 2024

Overview

The HIV Demonstration's aim is to delay or prevent the progression of HIV in Maine. The State's goal in implementing the Demonstration is to improve the health status of individuals living with HIV by:

- Improving access to continuous healthcare services
- Arresting the progression of HIV status by providing early and optimal care coupled with high quality and cost efficiency.

• Expanding coverage to low-income individuals living with HIV with the savings generated from disease prevention and the prevention of or delayed onset of AIDS.

Demonstration participants include "Enrollees" (i.e., individuals who do not meet MaineCare eligibility requires but who are HIV-positive and are at or below 250 percent of the federal poverty level) and MaineCare Members served under the Demonstration.

The Evaluation Design was approved by CMS on January 21, 2020. The evaluation will result in an Interim Evaluation Report (due in 2027) and a Summative Evaluation Report (due in 2030). The evaluation examines the hypotheses associated with these three overarching goals through a series of ten research questions. Each hypothesis and its corresponding research questions are outlined in Tables 1-3 below. The remainder of this summary provides an overview of 2023 evaluation activities.

Key Milestones Accomplished

The independent evaluators received calendar year (CY) 2022 data related to member enrollment, care management, claims, laboratory results, and survey information. The evaluation team conducted data cleaning and validation and performed a preliminary analysis of data.

Challenges Encountered and How Addressed

No new challenges were encountered.

Results to Date

The HIV Demonstration evaluation represents a 10-year study period. The evaluation team received three years of member survey data and four years of claims, lab, care management, and demographic data (CY2019-2022). Data presented in this annual summary of progress is descriptive and preliminary in nature.

In CY2022, unduplicated enrollment was 927. Approximately 43 percent were continuously enrolled for the 48 months. There were 81 new members in 2022. The number of members with Medicaid coverage increased from 312 in January of 2019 to 539 in December of 2022. Factors influencing the increase in Medicaid coverage are likely two-fold. Continuous enrollment provisions under the federal public health emergency resulted in a suspension of annual Medicaid eligibility reviews and members maintaining coverage. Second, members eligible under the Demonstration's higher income guidelines may have become eligible for Medicaid coverage because of a loss of income or employment during the pandemic.

Over 76 percent of participants are male, and more than 60 percent are ages 51 and older. Approximately 17 percent of the participants identify as a race other than White. Approximately 5 percent of participants reported a primary language other than English, with French being the most frequent language reported.

The Interim and Summative evaluation reports will include univariate and multivariate analysis, as defined in the approved design. In addition, the analysis will include an examination of the

impact of the novel coronavirus pandemic on results during the Demonstration. Tables 1 through 3 on the following pages provide an overview of research questions, measures, and preliminary/descriptive observations by hypothesis for 2022.

Hypothesis 1. Improving access to continuous healthcare services will support enrollees in seeking routine care.				
Research Questions 1. What is the relationship between patients' perception of access to care and routine medical visits?	 Measures Member Survey (Patient Perception of Accessibility of Care) HIV Medical Visit Frequency (NQF#2079) 	Preliminary Observations A total of 262 survey respondents met criteria for inclusion in the measure in 2022. Approximately 90 percent of respondents indicated they were always able to access care and 85 percent had a medical visit in each of the six-month periods of the 24-month measurement period. Of the 10 percent who reported difficulty accessing care, 80 percent also had a visit.		
2. What percentage of Demonstration participants are meeting CDC recommendations for viral load monitoring?	 HIV Viral Load Suppression (NQF #2082) 	In 2022, approximately 83 percent of all participants had a reported viral load of less than 200 copies per ml. Limiting the analysis to only those members who had reported lab results, over 95 percent of program participants had a viral load of less than 200 copies per ml.		
3. What percentage of patients are meeting the recommendations for HIV RNA control?	RNA Control for Patients with HIV	In 2022, approximately 90 percent of participants meeting RNA measurement criteria had a viral load of less than 200 copies per ml.		
4. What percentage of Demonstration participants are meeting the threshold for medication adherence?	• Proportion of Days Covered (Pharmacy Quality Alliance PDC-ARV)	In 2022, 46 percent of Medicaid participants met the threshold for medication adherence at 90 percent or higher; nearly 61 percent met the threshold for medication adherence at 80 percent or higher; and 81 precent met the threshold at 50 percent or greater.		

Table 1. Improving Access to Continuous Healthcare Services

Table 2. Arresting the Progression of HIV Status by Provider Early and Optimal Care Coupled with High Quality and Cost Efficiency

Hypothesis 2. Greater access to early, high-quality care will slow disease progression in HIV waiver enrollees and improve overall health status.					
Research Questions	Measures	Preliminary Observations			
 How have rates of emergency department (ED) visits and hospitalizations changed over time for Demonstration participants? 	 All Cause ED Visits (AMB-HH) All Cause Inpatient Admissions (IU-HH) 	ED visits per 1,000 member months declined from 74.3 in 2019 to 59.4 in 2021. In 2022 ED visits rose to 68.2 per 1,000 member months. Inpatient hospitalizations per 1,000 member months declined from 17.76 in 2019 to 15.8 in 2021 and 13.8 in 2022. The inpatient days per 1,000 member months also declined from 124.6 in 2021 to 88.2 in 2022.			
2. What is the relationship between self-rated health status and acute health incidents, such as ED visits and hospitalizations?	 All Cause Inpatient Admissions (IU-HH) Member Survey (Self-rated health status) 	Of the 338 survey respondents in 2021, 216 rated their health as "excellent, very good or good" and had an average of 0.33 ED visits per respondent. The 122 respondents who reported their health status as "fair or poor" had an average of 0.60 ED visits per respondent. The 216 respondents who rated their health as "excellent, very good or good" had an average of 0.06 inpatient admissions per respondent. The 122 respondents who reported their health status as "fair or poor" had an average of 0.20 admissions per respondent. Results or both groups were on par with 2021 findings.			
3. Do those who meet treatment guidelines (routine visits, PDC, RNA control) have fewer acute health incidents (ED visits, hospitalizations)?	 HIV Viral Load Suppression (NQF #2082) RNA Control for Patients with HIV HIV Medical Visit Frequency (NQF#2079) Proportion of Days Covered (PDC-ARV) All Cause ED Visits (AMB-HH) All Cause Inpatient Admissions (IU-HH) 	This research question will be addressed through statistical analysis, as part of the Interim and Summative evaluation reports.			

Table 3. Expanding Coverage to Low-Income Individuals Living with HIV With the Savings Generated from Disease Prevention and the Prevention of/or Delayed Onset Of AIDS

Hypothesis 3. Decreased costs generated associated with disease prevention will allow more low-income individuals living with HIV access to high quality care.					
Research Questions	Measures	Preliminary Observations			
1. How has enrollment of Mainers eligible for HIV services changed over time?	• Member Eligibility and Enrollment	Overall program enrollment has increased slightly over the four- year period with a 2.1 percent average annual increase in member months. The average tenure has remained relatively constant with an average annual increase of 0.8 percent over the four-year period.			
2. What is the relationship between self-rated health status and health- related quality of life and length of participation in the Demonstration?	 General Health Status (Healthy People 2020) Health-related Quality of Life (Behavioral Risk Factor Surveillance System) Member Eligibility and Enrollment 	This research question will be addressed through statistical analysis, as part of the Interim and Summative evaluation reports.			

Post-Award Public Forum

Pursuant to 42 CFR 431.420(c), OMS attended and participated virtually in the bi-monthly HIVAC meetings to provide updates and afford the public with an opportunity to provide meaningful comment on the progress of the 1115 HIV demonstration waiver. The HIVAC's purpose is to advise the Office of the Governor and State, federal, and private sector agencies, officials, and committees on HIV-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. This platform was used as it is well-known, open to the public and HIV community, and provides partners and the general public the opportunity to provide meaningful feedback. There were no comments received at these bi-monthly HIVAC meetings or thereafter.

Audits, Investigations and Lawsuits

During DY21, there were no lawsuits or legal actions that impacted the demonstration waiver.

Financial Performance

The demonstration waiver continues to meet the financial performance standards set forth under 42 CFR 431.428. These requirements include financial performance and operations, audit oversight, and reporting. The MaineCare Program Integrity aims to reduce instances of fraud, waste, and abuse within the Medicaid program by reviewing MaineCare providers' clinical and procedural compliance with the MaineCare Benefits Manual (MBM) and other billing and programmatic guidance. In addition, the MaineCare Data Analytics unit completes analysis and reporting, including rate reviews.

Standards and metrics are established for all financial aspects of the demonstration waiver program as a requirement of financial performance and general financial requirements. OMS closely monitors both member counts and overall expenditures through quarterly and annual budget reviews. A review from DY13 to DY17 demonstrates consistent member counts as well as annual expenditures. However, the pandemic affected eligibility and expenditures for both the demonstration and Medicaid populations for DYs 18 through 21.

For the demonstration population, the unduplicated member count increased from 305 members in DY20 to 324 members in DY21. Please note these are members with eligibility at any point in each demonstration year.

Annual demonstration waiver expenditures increased by 7.6 percent between DY20 and DY21 from \$3,018,188 to \$3,246,937. Likewise, per member per month expenditures increased from \$873 to \$931 for the same period (calculated using actual expenditures that were reported on the CMS-64). Projected expenditures and member counts will also need to be monitored for both the demonstration and Medicaid populations as the "unwinding" of pandemic-related Medicaid eligibility requirements continues into 2024.

Historical member counts and financial information are available upon request. The attached Budget Neutrality (BN) statement includes actual expenditures and member months for Quarter 4 of DY21 (through December 31, 2023). In addition, the program continues to show that projected budget neutrality will continue into DY22. Updates of the quarterly budget neutrality statements for each future quarter will continue. It is expected that the program will remain budget neutral.

Legislative Developments

During DY21, no state or federal legislative developments impacted the HIV demonstration waiver.

Accomplishments

The HIV waiver program has undergone several changes in recent years. Some of these changes include the implementation of new or updated care management reports to encourage 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 adoption of a completely new member and provider survey.

The demonstration waiver had many accomplishments in its twenty-first year. Several of these accomplishments are listed below.

- Of the 962 program enrollees who had a lab result reported in 2023 (both demonstration enrollees and MaineCare members), 90 percent have a viral load that is suppressed (less than 200 mls). Eighty-five percent have an undetectable viral load (less than 20mls). Having an undetectable viral load is the desired outcome of successful treatment.
- In DY21, ED utilization among demonstration enrollees remained stable at 24 percent (compared to 23 percent in DY20). In addition, ED utilization among MaineCare members living with HIV remained stable at 36 percent (compared to 37 percent in DY20). Care management efforts have and will continue to focus on encouraging all members to have a primary care provider and access to other needed services to avoid unnecessary ED utilization.
- Of the member survey respondents that reported speaking with the Nurse Coordinator, 98 percent of members indicated that the call they received was at least somewhat helpful.
- Continued to increase statewide awareness of the existence of the waiver by distributing program posters and brochures to over 1,000 sites and meeting with and presenting to providers and other community members about the waiver.
- Continued to improve collaboration between OMS, the Office for Family Independence, Maine CDC (including Ryan White), MaineCare-enrolled AIDS service organizations (case management), and ADAP. Collaboration among these offices and organizations is important to encourage shared learnings and alignment of programs, increase access to services, and support efficiencies across the Department.
- Leveraged feedback from provider and member surveys to promote effective customer service and provide educational outreach to respondents of the surveys when the responses indicate that more information is needed or requested.

Activities that support this work include:

- Following up with any providers who requested assistance or identified a lack of awareness on their provider survey
- Following up with all members who identified an unmet need or barrier on their member survey

- Reaching out to members who did not respond to the survey, since they may be facing greater challenges
- Responding to providers' requests for training by coordinating with the New England AIDS Education and Training Center and the Maine CDC
- Creating and maintaining a member email listserv and including survey respondents who indicated email was their preferred mode of communication
- Updating a provider email listserv and sending information and resources every month
- Maintained and updated a unique database that allows tracking of members' providers, call notes, eligibility information, letters, call notes, and disease progression.
- Improved medication adherence 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 the results were not available through Maine CDC.
- Collaborated with MaineCare's Pharmacy Manager and our contracted Pharmacy Benefit Manager to help ensure members, providers, and pharmacies have up-to-date information that facilitates proper prescribing and access to needed medications.
- Encouraged all members to be linked with an infectious disease specialist and PCP within their area.
- Created quality assurance report improvements and new care management reports to identify gaps in care management activities:
 - A new process and report were created for monitoring and following up on ED usage. In addition to using claims data, we started to include daily data reports from HealthInfoNet (Maine's designated Health Information Exchange) which provides up-to-date clinical information (labs, radiology reports, hospital and ED visits, etc.) about the members and enrollees. This new process allows for timely follow-up with members to address any changes or concerns in their care needs. 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 by the Nurse Coordinator in the calendar year. This report helps ensure that every member receives some form of contact from the program *at least* once a year.
 - A report was created to show all members whom we have attempted to reach compared to members (or their designees) with whom we spoke directly. This

data allows us to track occurrences of conversations rather than outreach attempts where no real contact was made.

• A report was created to identify program members who may be experiencing homelessness. This report uses claims billed to MaineCare to identify members who have a homeless diagnosis code, place of service (POS) code, or a homeless eligibility code. The HIV program is prioritizing care management efforts for members who struggle with housing as they are hard to reach and often face many barriers engaging in care. This report includes the newly CMS approved place of service code of "on the streets". CMS defines the new POS code as a nonpermanent location on the street or found environment, not described by any other POS code, where health professionals provide preventive, screening, diagnostic, and/or treatment services to unsheltered homeless individuals. In addition to this report, the HIV program has made other efforts to stay connected to members who are experiencing homelessness. We created a quick reference guide for housing case managers and have presented it to the nine housing hub groups statewide. Making these connections with the housing hub coordinators and other staff helps familiarize them with the HIV program so they can connect their clients to the program and other HIV resources.

Challenges and Plan for Improvement

In the upcoming DY, the HIV Program plans to focus on:

- Exploring new resources for social supports that can be delivered through existing case management programs
- Meeting providers' needs for education and support, especially related to social determinants of health
- Supporting providers to reduce members' obstacles to successful treatment, such as unstable housing and food insecurity
- Responding to interim findings from the independent evaluation

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

DATE

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,

Elli Stedman, 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



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,

I am writing to introduce myself. My name is Elli Stedman, and I am a nurse working for MaineCare. I am here to assist members who need help accessing care. These are some of the areas where I can help:

- getting transportation to your medical appointments
- giving you information about covered services
- answering questions about your medications
- helping you in any other areas

Please call me toll free at 1-866-796-2463 extension 44008. TTY users dial 711. You may also email me at elizabeth.stedman@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,

Elli Stedman, 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



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

DATE

Dear MaineCare Member,

My name is Elli Stedman, 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 elizabath.stedman@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,

Elli Stedman, 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

MaineCare Number: Name: 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, we will send you a new form.

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

Sincerely,

Jeanne M. Lambrew, Ph.D. Commissioner



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

DATE

Dear 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 & 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 envelope. We will repeat this mailing semi-annually to update any necessary information.

If you have any questions, call Elli Stedman, RN, the Nurse Coordinator in the Division of Healthcare Management at 207-624-4008.

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

Sincerely,

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

Jeanne M. Lambrew, Ph.D.

DATE

Dear Doctor Name,

We recently sent you a clinical data request for MaineCare members seen in your practice. Our records indicate we have not received a response from you. In order to fulfill the quality care initiatives required by the Center for Medicare & 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 goals 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 envelope. If you have any questions, call Elli Stedman, RN, the Nurse Coordinator in the Division of Healthcare Management at 207-624-4008.

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

Sincerely,





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

DATE

Dear (insert members name),

My name is Elli Stedman, 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 healthcare.

Please contact me 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,



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

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

Dear MaineCare Member,

Have you had your routine cervical exam? The Pap test is also called a Pap smear and is part of the cervical exam. If not, 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 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,

Jeanne M. Lambrew, Ph.D. Commissioner



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

DATE

Dear MaineCare Member,

Have you had your 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 at 1-866-796-2463 ext. 44008, or directly at (207) 624-4008. TTY users, dial 711 (Maine Relay).

Thank you for your time in this important matter.

Sincerely,



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

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

Dear MaineCare Provider:

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

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

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

Sincerely,

Jeanne M. Lambrew, Ph.D. Commissioner



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

DATE

Dear 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,

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 (auto fill provider name),

Thank you for responding to our survey!

You indicated on your 2021 MaineCare HIV/AIDS Provider Survey that you had some level of unfamiliarity with programs and resources that are available for people living with HIV/AIDS.

The area(s) you indicated were:

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

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

Thank you,

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

ⁱ MaineCare is Maine's Medicaid program

The 2021 Provider Survey focused on services and experiences of the year 2020.
 The 2021 Member Survey focused on services and experiences of the year 2020.

MaineCare Provider Survey 2022

Do this survey online! Go to: https://www.surveymonkey.com/r/mcps2022 and put in your survey key that is listed below.

Survey Key:

Provider Name: _____ Email Address: _____

If you do not treat any patients with HIV/AIDS, you don't need to complete this survey. Please return the survey in the postage-paid envelope, so that we can update our records.

1. What are your most important challenges in caring for patients living with HIV? Check all that apply.

	Important	\checkmark
Shortage of trained staff (check types below):		
\Box RNs \Box MDs \Box APNs \Box MAs \Box Other		
Staff burnout		
Keeping up with treatment guidelines and new drugs		
Difficulty contacting patients by phone (voice or text)		
Re-engaging patients who are lost to care		
Shortage of mental health and substance use disorder services to refer patients		
Lack of partnerships or outdated partnerships with agencies that address housing, food, transportation, and other needs		
Difficulties in communication, discussion and/or successful engagement of patients due to cultural misunderstandings and/or lack of quality translation/interpretation services		
Tracking referrals		
Coordination with providers treating non-HIV illnesses		
Other:		

2. What would help you to meet those challenges? Check all that apply.

	Would be helpful
HIV treatment guidelines training:	
\Box live \Box webinar \Box on-demand online	
Staff training resources on HIV/AIDS treatment, such as New England AIDS Education and Training Center	
Guidance and education for partnering with community agencies (e.g., Community Action Programs, Targeted Case Managers, ethnic or behavioral health community-based programs, etc.)	
List of websites and contacts for HIV/AIDS treatment resources	
Directory or list of websites/contact information for social services and community agencies (providing housing, food, transportation, interpretation, Community Health Workers, etc.) Behavioral health service directory and referral tool	
Opportunity to talk with the pharmacies dispensing the medications	
Other:	

3. How recently have you consulted the treatment guideline changes and new recommendations for patients living with HIV/AIDS? (e.g. Infectious Disease Society of America, National Institute of Health, HIVinfo., CDC, etc.)

- □ In the last 12 months
- \Box In the last one to two years
- In the last three to four years
- Five or more years ago

	Have u referre patient	
New England AIDS Education and Training Center (<u>https://www.neaetc.org/</u>), which offers HIV/AIDS education, consultation, technical assistance, and resource materials to health care professionals	Y	N
The Ryan White/AIDS Drug Assistance Program (ADAP) (<u>https://ryanwhite.hrsa.gov/about/parts-and-initiatives/part-b-adap</u>), which provides FDA-approved medications to low-income people with HIV. It also offers money for health insurance premiums and copays, as well as help with housing, food, and dental care	Y	N
MaineCare's Special Benefit Waiver for individuals living with HIV/AIDS who do not qualify for regular MaineCare https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline- files/HIV-Brochure-01272021.pdf	Y	N
Community Action Programs (CAPs), which offer services for housing, employment, heating assistance, substance use, and transportation Directory of CAPs throughout Maine available here: <u>https://mecap.org/our-network/</u>	Y	N
HIV Targeted Case Management agencies that may offer or coordinate services related to housing, behavioral health, food, transportation, etc.	Y	N
Community Health Workers (CHWs), who typically do home visits and help people follow their treatment plan, overcome barriers to care, and refer them to community resources <u>https://www.cdc.gov/dhdsp/pubs/toolkits/chw-toolkit.htm</u>	Y	N
MaineCare's Non-Emergency Transportation services, which provides members rides or milage reimbursement to MaineCare covered services.	Y	N

4. Do you use or refer patients to these resources?

For any that you marked "N", would you like additional information?

No

5. What do your patients tell you are their biggest barriers to receiving and adhering to care? Check all that apply and select the top three.

	Important	\checkmark
Other Health Issues:		
Behavioral health conditions		
Substance use		
Physical health co-morbidities		
Medications:		
Problems getting medications		
Medication side effects		
Regimen complexity		
Unaffordable Medication		
Logistics:	L	
Lack of transportation/high gas costs		
Inconvenient or inflexible appointment times		
Lack of Childcare		
Difficulty reaching/communicating with practice		
Access & Equity:		
Lack of access to/affordability of specialty care		
Racial or ethnic bias or discrimination		
Language barriers		
Social or cultural stigma/misunderstanding		
Social Factors:		
Housing instability/poor housing quality		
Food insecurity		
 Lack of access to social services and supports 		
Other:		

6. Do you/your team ask patients about their health-related social needs and/or social drivers of health?

of health?
Yes → What survey tool do you use? Health Related Social Needs Screening Tool, The AHC Health-Related Social Needs Screening Tool: <u>https://innovation.cms.gov/files/worksheets/ahcm-screeningtool.pdf</u>
Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences (PRAPARE): <u>https://prapare.org/wp-content/uploads/2021/10/PRAPARE-English.pdf</u>
Other:
 No → Why not? We do not have a screening survey. We do not have a process for using the data. We do not have training on this. Other:
7. Do you receive MaineCare's HIV Provider Tip Sheet listserv?
 ☐ Yes → Do you find them helpful? ☐ Always ☐ Sometimes ☐ Never ☐ No → ☐ I would like to receive it. (Please list your e-mail address at the top of the survey). ☐ I don't know
8. In response to last year's survey, the HIV Program Team organized two webinars. These are listed below. Please let us know if you attended or listened to them and how useful they were to you.
What's Happening With Housing webinar ☐ Attended/ Listened → ☐ Very useful ☐ Somewhat useful ☐ Not useful ☐ Did not attend or listen
HIV Treatment Guidelines update webinar ☐ Attended/ Listened → ☐ Very useful ☐ Somewhat useful ☐ Not useful ☐ Did not attend or listen
I would like to see webinars and resources for the following topics:
Place tall us how the Maine Care HIV/AIDS program can halp you and your patients living with
Please tell us how the MaineCare HIV/AIDS program can help you and your patients living with HIV/AIDS:

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

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.



Go to https://www.surveymonkey.com/r/mcms2022 and enter your survey key of to take the survey online!

- 1. How would you prefer to receive news and surveys from MaineCare?
 - O E-mail (list address):
 - O Text (list phone number):_____
 - 0 Mail

2. In the past 12 months, when you received a call or email from the MaineCare nurse (Elli/Kelly), how helpful was the call or email?

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

- 0 Excellent
- 0 Very good
- 0 Good
- **O** Fair
- O Poor
- 0 I do not know

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.

4. What is your living situation today?

- O I have a steady place to live.
- 0 I have a place to live today, but I am worried about losing it in the future.
- O I do not have a steady place to live. I am temporarily staying with others, in a hotel, in a shelter, living outside on the street, in a car, abandoned building, bus or train station, in a park, etc.
- 5. Please select whether this statement below is often, sometimes, or never true for you and your household. Within the past 12 months, the food you bought just did not last and you did not have money to get more.
 - 0 Often true
 - O Sometimes true
 - 0 Never true
- 6. 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? Circle one group.

0 to 4	5 to 9	10 to 14	15 to 19	20 to 24	25 to 30
Days	Days	Days	Days	Days	Days

7. 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? Circle one group.

0 to 4	5 to 9	10 to 14	15 to 19	20 to 24	25 to 30
Days	Days	Days	Days	Days	Days

8. 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? Circle one group.

0 to 4	5 to 9	10 to 14	15 to 19	20 to 24	25 to 30
Days	Days	Days	Days	Days	Days

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.

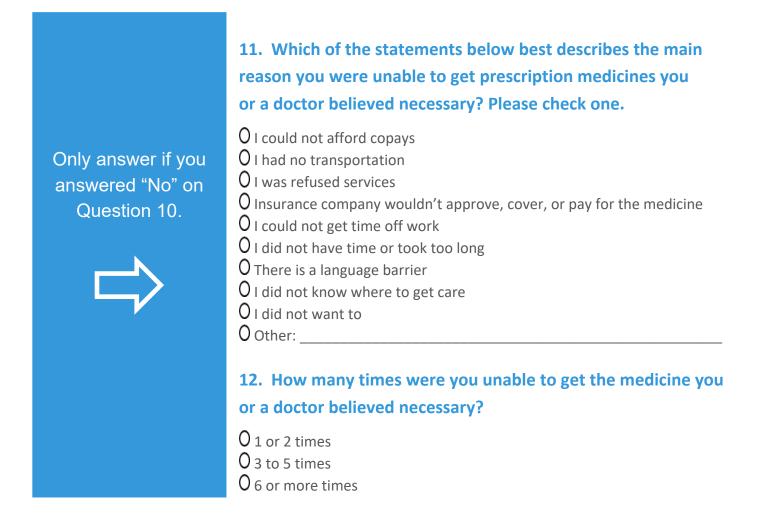
9. Over the last 7 days, how often have you been bothered by feeling down, depressed, or hopeless? Select only one answer.

- 0 Not at all
- O Several days
- 0 More than half the days
- 0 Nearly every day

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



Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.



13. In the last 12 months, were you ALWAYS ABLE to obtain medical care, tests, or treatments you or a doctor believed were necessary?



Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.



Only answer if you answered "No" on Question 13.



14. Which of the statements 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.

- O I could not afford copays
- 0 I had no transportation
- 0 I was refused services
- O Insurance company wouldn't approve, cover, or pay for the medicine
- O I could not get time off work
- O I did not have time or took too long
- O There is a language barrier
- O I did not know where to get care
- O I did not want to
- 0 Other: _____

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

- 0 1 or 2 times
- 0 3 to 5 times
- 0 6 or more times

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.

Discrimination in Medical Settings

16. Please think about the times in the past 12 months when you have gotten health care. When getting health care, how often have any of the following things happened to you because of your health status?

	Never	Rarely	Sometimes	Most of the time	Always
You are treated with less courtesy than other people.	1	2	3	4	5
You receive poorer service than others.	1	2	3	4	5
A doctor or nurse acts as if he or she thinks you are not smart.	1	2	3	4	5
A doctor or nurse acts as if he or she is afraid of you.	1	2	3	4	5

Questions 17-24 are optional.

We are asking these questions to help ensure all members are receiving the care that they need. Please answer these questions so that we can better assess the needs and experiences of different communities.

17. How many people are in your household?

Total under age 18: _____

Total age 18 and older: _____

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.

18. What is your yearly household income? (include earnings of everyone age 18 and older)

O Less than \$15,000

- O Between \$15,001 and \$20,000
- O Between \$20,001 and \$25,000
- O Between \$25,001 and \$30,000
- O Between \$30,001 and \$35,000
- O Between \$35,001 and \$40,000
- O Between \$40,001 and \$45,000
- 0 More than \$45,001

19. Are you of Hispanic, Latino/a or Spanish origin?

- 0 No, not Hispanic, Latino/a, or Spanish
- 0 Yes, Mexican, Mexican American, or Chicano
- O Yes, Puerto Rican
- O Yes, Cuban

0 Yes, another Hispanic, Latino/a, or Spanish origin: _____

20. What is your race? You may select one or more categories. Print your origin on the line next to your race.

O Black or African American

Print your origin, for example, African American, Jamaican, Haitian, Ethiopian, Somali, etc.

0 White

Print your origin, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.

O American Indian or Alaska Native

Print name of enrolled or principal tribe(s), for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.

0	Chinese	0	Vietnamese	0	Native Hawaiian
0	Filipino	0	Korean	0	Samoan
0	Asian Indian	0	Japanese	0	Chamorro
0	Other Asian Print your origin, for exam	ole, Paki	istani, Cambodian, H	lmong	
0	Other Pacific Islander <i>Print your origin, for exam</i>	ole, Ton	gan, Fijian, Marshall	ese	
0	Some other race (print ra	ce or ori	igin):		

21. What is your primary language, meaning the language that you use most often?

- 0 English
- 0 French
- O Kinyarwanda
- 0 Kirundi
- O Lingala
- O Portuguese
- O Spanish
- O American Sign Language (ASL)
- 0 Other:_____

22. What is your gender?

- 0 Female
- 0 Male
- 0 Non-binary
- 0 Other:_____

Ten minutes of your time will help us improve services. Your responses are confidential. They will not impact your eligibility for services. Questions? Call Elli at 207-624-4008.

23. Do you identify as transgender?	
O Yes	
O No	
24. What is your sexual orientation?	
O Straight/Heterosexual	
O Gay or Lesbian	
O Bisexual	
0 Other:	

Additional survey comments:

Thank you!

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

Special Demonstration Benefits Project: Annual Reports For Demonstration Year 21 Attachment I: Amount Spent By Allocation Provider Type and Number of Users Data Source: MMDSS- MMIS Paid Claims Header, Pulled Via Service Start Date (07/01/2002 to 12/31/2023) Hospital Claims Have been Adjusted According to Rate at Pay Date

Per Member Per Month (PMPM) **DY14** \$3,208.0L Demonstration Enrollees 324 Medicaid Members* 668 \$2 628 **Distinct Members** Allocation Provider Type 474 A ADVANCED PRACTICE REGISTERED NURSE ALTERNATIVE RESIDENTIAL FACILITY . , AMBULANCE + **1** 2 7 AMBULATORY SURGICAL CENTER ASSISTED LIVING SERVICE PROVIDER JDIOLOGIST . , BEHAVIORAL HEALTH CLINICIAN BOARDING HOME CASE MANAGEMENT SERVICES PROVIDER CHIROPRACTOR COMMUNITY PROVIDER • ENTAL HYGIENIST . TURIST DIALYSIS CENTER - FREE STANDING ICIAN DIE TICHN DME SUPPLIER FACILITY/AGENCY/ORGANIZATION NR PROVIDER FISCAL EMPLOYER AGENT HOME HEALTH AGENCY . . _____ +2.00 . , \$1,618,62 SPITAL INDIAN HEALTH SERVICES PROVIDER LABORATORY/RADIOLOGY MENTAL HEALTH CLINIC MULTI-DISCIPLINARY PROVIDER . , , . . . NURSING HOME OCCUPATIONAL THERAPIST OCCUPATIONAL THERAPY ASSISTANT OMETRIST PHYSICAL THERAPIST HYSICIAN PHYSICIAN ASSISTANT PHYSICIANS GROUP PNMI - PRIVATE NON-MEDICAL INSTITUTION ATRIST PSYCHIATRIC HOSPITAL REHABILITATION CENTER SCHOOL HEALTH CENTER SPEECH LANGUAGE PATHOLOGIST SPEECH THERAPY ASSISTANT STATE AGENCY SUBSTANCE ABUSE PROVIDER Special Purpose Private School State Psychiatric Hospital TRANSPORTATION . VISION CENTER WAIVER SERVICES PROVIDER ' ~Not Applicable (Prescription Claims)

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members Member Enrolled and claims paid by other Waivers. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.

** ~Missing allocation provider type indicates reversed claims (negative dollars). This is due to an issue where the allocation provider type on reversed claims is assigned a "~Missing" value. ***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.

DY15 \$3,260.00 \$2,390.00

DY16 \$2,830.00 \$2,593.00

DY17 \$1,584.02 \$2,354.86

D)// /		DV45	DV40		DV49		DV19		DV21	
D 114 Demonstration Enrollees	Medicaid Members	Demonstration Enrollees Medicaid Members	DY16 Demonstration Enrollees Medicaid Members	Demonstration Enrollees Medicaid Members	Demonstration Enrollees	Medicaid Members		D Y20 Demonstration Enrollees	Medicaid Members Demonstration Enrollees	s Medicaid Members
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										\$119.14 1 \$0.02
\$24,407.59	220 \$3.70 \$25,301.38 187	\$5.80 \$61,116.71 294 \$9.31 \$34,667.80 202 \$	B.53 \$44,747.27 268 \$7.62 \$40,557.89 217 \$9.	4 \$44,626.21 252 \$7.98 \$69,308.30 313 \$11.47	\$41,624.01 169 \$10.32	32 \$84,946.15 315 \$13.36	\$25,853.35 158 \$6.93 \$80,301.60 331 \$11	87 \$41,841.91 144 \$11.8	3 \$122,132.54 351 \$16.86 \$44,444.29	156 \$11.94 \$100,635.97 369 \$13.18
\$0.00	0 \$0.00 \$0.00	\$0.00 \$0.00 0 \$0.00 \$0.00 \$	0.00 \$5,424.44 1 \$1.	4 \$28,021.04 2 \$4.64			\$29,560.96 2 \$4	37	\$20,327.76 1 \$2.81	\$70,687.31 2 \$9.26
\$23,797.55	58 \$3.61 \$22,970.55 57	5.26 \$30,751.97 70 \$4.68 \$17,430.34 53 \$	4.29 \$12,375.33 37 \$2.11 \$48,510.79 60 \$11.	5 \$19,908.95 46 \$3.56 \$40,374.46 82 \$6.68	\$11,405.64 34 \$2.83	83 \$43,959.10 75 \$6.91	\$11,542.07 26 \$3.09 \$60,473.81 84 \$8	94 \$9,735.87 29 \$2.7	75 \$79,302.26 99 \$10.95 \$15,278.89	41 \$4.10 \$65,439.38 88 \$8.57
\$5,294.14	17 \$0.80 \$4,932.96 8	\$1.13 \$7,257.87 14 \$1.11 \$5,646.12 8 \$	1.39 \$6,391.21 16 \$1.09 \$2,056.65 5 \$0. [.]	7 \$5,800.53 14 \$1.04 \$4,649.39 10 \$0.77	\$5,092.22 14 \$1.26	26 \$7,357.40 10 \$1.16	\$3,094.34 13 \$0.83 \$6,443.51 11 \$0	95 \$3,172.92 8 \$0.9	0 \$3,032.65 8 \$0.42 \$1,920.84	9 \$0.52 \$5,324.11 9 \$0.70
										\$193.75 1 \$0.03
\$309.78	7 \$0.05 \$709.15 5	\$0.16 \$207.26 9 \$0.03 \$1,557.54 6 \$	0.38 \$40.20 5 \$0.01 \$40.20 3 \$0.0	1 \$104.79 5 \$0.02 \$129.44 4 \$0.02	\$81.50 2 \$0.02	02 \$652.42 3 \$0.10	\$141.18 5 \$0.04 \$167.75 4 \$0	02 \$6.80 1 \$0.0	0 \$2,699.80 6 \$0.37 \$36.37	4 \$0.01 \$937.99 4 \$0.12
\$188,114.75	118 \$28.52 \$181,305.79 104 \$		9.21 \$120,353.10 110 \$20.48 \$167,455.21 96 \$38.	4 \$189,553.55 99 \$33.89 \$210,288.45 135 \$34.80	\$126,148.88 64 \$31.29	29 \$258,896.71 144 \$40.72	\$56,234.29 46 \$15.07 \$264,155.90 132 \$39	05 \$51,079.53 38 \$14.4	4 \$182,222.29 129 \$25.15 \$92,331.74	40 \$24.80 \$255,621.66 115 \$33.48
\$30,043.87	1 \$4.55 \$31,865.18 2	\$7.30 \$25,174.22 3 \$3.83 \$27,379.62 1 \$	5.74 \$3,353.05 1 \$0.57 \$78,072.14 4 \$17.1	8 \$43,351.57 1 \$7.17					\$410.48 1 \$0.06	\$35,246.65 2 \$4.62
\$455,348.82	388 \$69.02 \$406,206.22 245 \$	93.10 \$442,727.15 379 \$67.44 \$370,284.15 227 \$9	1.16 \$392,517.12 337 \$66.80 \$398,228.98 253 \$90.1	1 \$301,652.35 280 \$53.92 \$436,018.47 310 \$72.15	\$200,159.00 171 \$49.64	64 \$448,520.37 280 \$70.54	\$152,751.00 140 \$40.93 \$390,145.19 276 \$57	68 \$133,277.11 138 \$37.6	i7 \$417,307.75 281 \$57.61 \$99,334.47	112 \$26.68 \$357,357.01 258 \$46.80
\$241.20	6 \$0.04 \$401.63 6	\$0.09 \$69.40 2 \$0.01 \$409.21 5 \$	0.10 \$9.33 2 \$0.00 \$97.87 3 \$0.	2 \$186.99 5 \$0.03 \$1,446.64 11 \$0.24	\$46.85 1 \$0.01	01 \$1,466.59 10 \$0.23	\$237.28 3 \$0.06 \$1,791.06 11 \$0	26 \$40.51 1 \$0.0	01 \$1,681.67 12 \$0.23	\$2,123.63 10 \$0.28
\$123,313.67	167 \$18.69 \$88,264.08 140 \$		5.66 \$77,706.46 113 \$13.22 \$91,248.28 118 \$20.33	9 \$65,875.57 99 \$11.78 \$137,557.75 159 \$22.76	\$38,416.57 56 \$9.53	53 \$135,348.31 149 \$21.29	\$21,756.86 58 \$5.83 \$175,916.70 184 \$26	01 \$23,392.09 42 \$6.6	i1 \$232,047.35 196 \$32.03 \$29,221.84	48 \$7.85 \$315,824.98 206 \$41.36
	\$556.00 2		0.06 \$42.00 1 \$0.0				\$370.42 1 \$0	05	\$506.26 3 \$0.07	\$2,038.76 4 \$0.27
\$1,439.44	6 \$0.22 \$18,982.44 45		\$1,184.50 5 \$0.20 \$21,724.50 35 \$4.50			\$13,772.20 32 \$2.17	\$119.00 2 \$0.03 \$18,797.50 41 \$2	78	\$27,570.72 47 \$3.81	\$32,548.73 43 \$4.26
	\$40.00 2		0.27 \$815.00 8 \$0.			\$472.00 4 \$0.07	\$1,024.00 7 \$0		\$1,708.14 7 \$0.24	\$6,639.93 8 \$0.87
\$4,734.54	1 \$0.72	\$6,690.13 1 \$1.02	14344.45 2 \$2.44	\$7,970.58 1 \$1.42	\$5,940.47 1 \$1.43		\$3,481.63 1 \$0.93 \$37.29 1 \$0	01 \$2,148.40 1 \$0.6	51 \$18,996.27 1 \$2.62	
16 000 = 1	\$0.00 1		0.00 \$15.00 1 \$0.		\$0.00 1 \$0.00		\$123.00 3 \$0			\$106.00 1 \$0.01
\$6,389.74	35 \$0.97 \$31,552.24 63		5.60 \$4,405.79 27 \$0.75 \$27,650.28 64 \$6.		\$7,698.79 24 \$1.9	91 \$33,007.91 60 \$5.19	\$7,401.32 27 \$1.98 \$37,978.91 67 \$5	61 \$6,445.00 23 \$1.8	32 \$30,172.61 67 \$4.17 \$7,354.83	26 \$1.98 \$41,291.08 77 \$5.41
\$0.00	0 \$0.00 \$0.00 0	\$0.00 \$0.00 0 \$0.00 0 \$	0.00 \$0.00 \$0.00 0 \$0.			4212 250 C2 C 422 54				A145 402 12 5 A10 05
¢2,022,20	\$101,060.33 5 \$	23.16 \$0.00 \$135,613.76 6 \$3	3.39 \$207,327.79 8 \$47. 0.01 \$0.472.45 2 \$0.40 \$50.500.42 40 \$442.50			\$213,250.62 6 \$33.54	\$142,517.99 5 \$21		\$207,278.70 4 \$28.61	\$145,482.13 5 \$19.05
\$2,023.28	3 \$0.31 \$45,262.01 14 \$	10.37 \$5,639.72 6 \$0.86 \$36,264.42 10 \$ 10 \$ <	3.93 \$2,473.15 2 \$0.42 \$58,599.13 16 \$13.1 0.00 \$7,208.28 \$4 \$44			\$36,434.16 12 \$5.73	\$42.08 9 \$0.01 \$27,237.91 24 \$4	03 \$4,721.32 6 \$1.3	33 \$20,953.91 17 \$2.89 \$0.00 10 \$22,673.25 2 \$2.13 \$ \$	4 \$0.00 \$23,470.32 18 \$3.07
\$0.00 ¢1 619 679 20	1 \$0.00 \$14,480.48 2	53.32 \$0.00 7 \$0.00 \$0.00 3 \$	0.00 \$7,398.38 4 \$1. 5.06 \$960.176.00 455 \$146.20 \$1.610.215.07 262 \$269.176.00		¢200 414 57 ¢74 5	\$6,946.75 5 \$1.09	\$0.00 2 \$0.00 \$0.00 2 \$0 \$0.00 2 \$0 \$0.00 2 \$0 \$0.00 2 \$0 \$0.00 2 \$0 \$0.00 2 \$0 \$0.00 2 \$0	00 \$0.00 1 \$0.0 20 \$202 559 84 227 \$57 5	00 \$22,6/3.25 3 \$3.13 10 \$22,6/3.25 3 \$3.13	\$8,370.18 2 \$1.10
\$1,618,678.29	492 \$245.37 \$1,022,227.51 361 \$2	34.29 \$1,582,436.51 500 \$241.04 \$670,490.50 333 \$16	5.06 \$860,176.90 456 \$146.39 \$1,619,215.97 363 \$368. \$6.070.99 1 \$1.	4 \$784,433.40 422 \$140.23 \$1,623,132.09 507 \$268.60	\$300,414.57 287 \$74.5	51 \$1,146,707.61 512 \$180.36	\$249,355.14 268 \$66.82 \$1,814,092.29 562 \$268	20 \$203,558.84 237 \$57.5	4 \$2,558,452.51 573 \$353.18 \$489,915.88 \$1.316.98 1 \$0.18	261 \$131.59 \$1,740,326.53 603 \$227.91 \$1.308.00 1 \$0.17
\$54,439.90	233 \$8.25 \$32,304.94 181	\$7.40 \$61,959.86 211 \$9.44 \$26,017.58 143 \$		° 7 \$34,049.71 152 \$6.09 \$50,264.48 207 \$8.32	\$18,490.41 123 \$4.59	59 \$54,082.36 258 \$8.51	\$17,093.95 122 \$4.58 \$68,963.33 285 \$10	20 \$14,643.36 100 \$4.1	4 \$69,008.55 300 \$9.53 \$14,016.74	98 \$3.76 \$82,061.29 305 \$10.75
\$29,873.85	7 \$4.53 \$56.507.35 16 \$		5.41 \$40,211.47 183 \$6.84 \$42,439.77 151 \$9. 2.91 \$27,176.67 6 \$4.63 \$14,138.33 5 \$3.		\$10,490,41 125 \$4.05	19 \$6.701.07 12 \$1.05	\$13.676.75 1 \$3.66 \$21.277.34 3 \$3	15 \$15,787.56 1 \$4.4	\$6 \$4.880.73 3 \$0.67 \$7.410.90	2 \$1.99 \$12.702.56 6 \$1.66
\$25,875.85	0 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 0 \$0.00 0 \$	2.91 \$27,170.07 0 \$4.03 \$14,130.35 3 \$5.00 0.00 \$0.		\$27,557.50 7 \$0.13	\$0,701.07 12 \$1.03	C¢ C¢ T,2/12,070,75 I \$5.00	13 \$13,707.30 I \$75	γ φτ,000.75 5 φ0.07 φ7,τ10.50	2 \$1.55 \$12,702.50 0 \$1.00
\$0.00 \$3,106.42			0.72 \$1,896.18 6 \$0.32 \$3,571.05 8 \$0.4		\$261.04 1 \$0.06	06 \$4,959.12 10 \$0.78	\$130.52 1 \$0.03 \$7.199.26 8 \$1	06 \$247.92 1 \$0.0	17 \$8,030.44 11 \$1.11 \$252.88	1 \$0.07 \$6.410.94 9 \$0.84
43,100.12	\$57,216.69 3 \$		2.06 \$3,520.00 1 \$0.60 \$150,614.55 10 \$34.				\$150.52 1 \$0.05 \$7,155.20 \$ \$		00 \$47,073.37 4 \$6.50	\$362,397.29 5 \$47.46
	\$184.88 2		0.21	\$115.12 1 \$0.02 \$162.60 2 \$0.03			\$58.67 1 \$0.02	\$24.81 1 \$0.0)1 \$357.08 1 \$0.05 \$196.95	1 \$0.05
			0.26 \$136.08 2 \$0.02 \$136.08 2 \$0.	3				1		
\$0.00	0 \$0.00 \$0.00 0	\$0.00 \$0.00 0 \$0.00 0 \$								
\$3,750.15	67 \$0.57 \$4,792.57 84	\$1.10 \$2,710.42 57 \$0.41 \$4,263.04 75 \$	1.05 \$2,695.46 55 \$0.46 \$4,513.28 82 \$1.	3 \$3,284.01 62 \$0.59 \$7,150.41 104 \$1.18	\$1,753.65 35 \$0.43	43 \$5,635.76 82 \$0.89	\$2,396.98 39 \$0.64 \$7,393.13 101 \$1	09 \$1,617.89 32 \$0.4	6 \$8,603.81 103 \$1.19 \$2,242.43	37 \$0.60 \$11,077.96 110 \$1.45
\$28,929.60	1 \$4.39 \$3,428.33 3		4.36 \$56,417.48 4 \$12.			\$129,783.91 9 \$20.41		16	\$34,984.38 3 \$4.83	\$125,442.96 9 \$16.43
\$760.61	31 \$0.12 \$12,186.27 51	\$2.79 \$7,875.81 39 \$1.20 \$10,885.01 56 \$	2.68 \$28,694.84 31 \$4.88 \$34,099.47 42 \$7.	7 \$1,817.58 22 \$0.32 \$4,891.90 46 \$0.81	\$2,118.00 35 \$0.53	53 \$8,464.93 46 \$1.33		18 \$775.02 39 \$0.2	2 \$8,336.00 46 \$1.15 \$1,263.84	24 \$0.34 \$8,500.51 36 \$1.11
\$1,040.97	8 \$0.16 \$1,461.91 7	\$0.34 \$2,847.45 12 \$0.43 \$4,140.71 11 \$	1.02 \$1,343.48 10 \$0.23 \$1,742.05 8 \$0.4	0 \$2,019.89 12 \$0.36 \$2,932.58 16 \$0.49	\$850.43 8 \$0.2	21 \$2,927.54 11 \$0.46	\$2,214.11 9 \$0.59 \$3,954.17 15 \$0	58 \$2,075.63 10 \$0.5	9 \$7,619.98 23 \$1.05 \$2,342.56	12 \$0.63 \$10,949.16 28 \$1.43
\$234,801.30	497 \$35.59 \$221,818.95 365 \$	50.84 \$304,969.55 490 \$46.45 \$187,822.68 328 \$4	5.24 \$228,733.09 438 \$38.93 \$304,341.47 360 \$69 .	3 \$170,464.22 414 \$30.47 \$286,391.82 487 \$47.39	\$140,668.94 288 \$34.89	89 \$233,391.08 489 \$36.71	\$87,009.48 261 \$23.31 \$334,827.51 528 \$49	50 \$120,081.86 237 \$33.9	4 \$350,106.75 543 \$48.33 \$109,073.61	248 \$29.30 \$403,083.48 582 \$52.79
\$15,251.92	154 \$2.31 \$11,482.36 119	\$2.63 \$9,646.81 136 \$1.47 \$6,948.66 100 \$	1.71 \$6,687.58 116 \$1.14 \$10,292.40 102 \$2.	4 \$6,197.34 119 \$1.11 \$13,780.85 141 \$2.28	\$3,890.10 68 \$0.96	96 \$13,187.00 115 \$2.07	x \$3,175.75 58 \$0.85 \$19,632.52 137 \$2	90 \$5,035.90 51 \$1.4	2 \$18,474.17 187 \$2.55 \$4,383.42	69 \$1.18 \$22,243.21 184 \$2.91
\$0.00	0 \$0.00 \$0.00	\$0.00 \$0.00 0 \$0.00 \$0.00 \$	0.00							
\$61,735.06			1.79 \$2,637.36 2 \$0.45 \$149,500.60 8 \$34.			\$96,698.17 5 \$15.21			\$510,182.57 10 \$70.43 \$136,026.88	2 36.54 \$649,111.11 14 \$85.01
\$1,368.14	25 \$0.21 \$1,879.45 30	\$0.43 \$1,372.99 25 \$0.21 \$1,783.94 24 \$	0.44 \$1,923.79 28 \$0.33 \$1,933.35 28 \$0.	4 \$2,379.32 26 \$0.43 \$3,057.74 36 \$0.51	\$1,546.76 16 \$0.38	38 \$4,514.89 30 \$0.71	\$1,380.15 19 \$0.37 \$2,766.67 28 \$0	41 \$1,266.10 17 \$0.3	36 \$4,683.11 26 \$0.65 \$1,041.94	18 \$0.28 \$4,829.12 19 \$0.63
\$60,613.24	15 \$9.19 \$88,244.78 13 \$		3.32 \$46,370.41 11 \$7.89 \$59,336.28 16 \$13.1		\$6,444.52 6 \$1.60				\$5.52 10 \$0.00 \$1,600.00	1 \$0.43 \$0.00 7 \$0.00
\$1,902.30	2 \$0.29 \$17,456.81 3	\$4.00 \$412.80 1 \$0.06 \$16,046.28 1 \$	3.95 \$1,691.30 1 \$0.29 \$17,504.60 2 \$3.9	9 \$19,625.35 2 \$3.25		\$16,340.17 1 \$2.57	\$48,299.00 2 \$7	14 \$26,051.80 1 \$7.3	36 \$73,093.73 3 \$10.09 \$109.24	1 \$0.03 \$69,973.70 1 \$9.16
\$0.00	0 \$0.00 \$0.00 0	\$0.00 \$0.00 0 \$0.00 0 \$								
			0.30 \$477.77 1 \$0.08	\$288.15 1 \$0.05	\$149.31 1 \$0.04	04 \$95.48 1 \$0.02	\$1,012.94 1 \$0	15 \$0.00 1 \$0.0	00 \$1,098.02 1 \$0.15	
			0.12							
\$0.00	0 \$0.00 \$0.00	\$0.00 \$0.00 0 \$0.00 \$	0.00 \$0.00 0 \$0.00 \$0.0 \$0.0							
\$7,120.00		\$4.68 \$8,860.00 5 \$1.35 \$20,574.00 8 \$	5.06 \$3,300.00 2 \$0.56 \$29,650.00 15 \$6.	5 \$3,674.94 1 \$0.66 \$40,914.53 14 \$6.77	\$1,862.80 3 \$0.46	46 \$32,856.88 14 \$5.17	\$19,623.88 10 \$2	90	\$25,830.48 16 \$3.57 \$7,177.18	1 \$1.93 \$50,321.22 15 \$6.59
\$0.00	0 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$	0.00 \$0.00 0 \$0.00 \$0.0 \$0.0 \$0.0			+		+	++	
\$0.00	\$0.00 \$0.00 0	\$0.00 \$0.00 \$0.00 0 \$	0.00 \$0.00 \$0.00 \$0.00 0 \$0.00 0 \$0.00		to 00 50 to 00			40.00 27 40.0		
\$0.00	99 \$0.00 \$0.00 114		0.00 \$0.00 83 \$0.00 \$0.00 124 \$0.0					٥٥ ٥٧ ٥٧ ٥٧ ٥٧ ٥٧ ٥٧ ٥١	00 \$0.00 111 \$0.00 \$0.00	44 \$0.00 \$0.00 109 \$0.00
\$385.00	\$20.80 1 1 \$0.06 \$18,326.60 3	\$0.00 \$21.00 1 \$0.00 \$42.00 2 \$ \$4.20 \$350.00 1 \$0.00 \$48,016.06 4 \$1	0.01 \$126,765,21 \$ \$29.	\$42.00 2 \$0.01 8 \$145,042.51 9 \$24.00		\$21.00 1 \$0.00 \$253,236.88 11 \$39.83	\$63.00 3 \$0 \$292,974.36 9 \$43		\$314,473.68 8 \$43.41	\$389,405.53 10 \$51.00
\$385.00	\$0.00 \$16,326.60 3	\$4.20 \$350.00 1 \$0.00 \$48,010.06 4 \$1 \$0.00 \$0.00 \$0.00 \$0.00 \$				φευσ,εου.οο 11 \$39.83	\$232,374.30 9 \$43	<u></u>	\$314,473.68 8 \$43.41	\$307,403.33 10 \$31.00
\$0.00	534 \$1,273.60 \$5,353,792.22 358 \$1,2				\$3,889,050.64 313 \$964.55	55 \$11,897,407.39 \$526.00 \$1,871.25	\$2,932,333.77 282 \$785.73 \$12,480,985.09 559 \$1,845	21 \$2,500,128.57 248 \$706.6	5 \$13,356,402.76 580 \$1,843.79 \$2,759,376.53	248 \$741.17 \$15,303,770.44 604 \$2,004.16
		6.23 \$11,633,376.80 \$3,260.00 \$1,771.95 \$6,957,085.35 \$2,390.00 \$1,712					\$3,593,770.21 \$962.96 \$16,779,952.61 \$2,480		8 \$18,794,039.03 \$2,594.43 \$3,826,354.25	\$1,027.77 \$20,723,373.72 \$2,713.90
ψ11,001,117. 4 0	το,οιου τι,οιου φο,οιτι,οιο.ου φ2,020.00 φ1,00			ψι,ουτισε ψι,ουτισε ψιτιεύο,του.ττ	¢ 1,020,012.00	ψ2,412.00		φυσο.1	¥1,004,40 ¥2,004,40 ¥0,020,004,20	ψ.,

DY18 \$962.96 \$2,480.77

DY18 \$1,197.69 \$2,412.96

Special Benefits Demonstration Project

Count of Members By Group at the End of Each Month

Month	Demonstration Enrollees	Medicaid Members	Total															
	SI	FY2003 - DY01		SFY20	04 - DY02		SFY2005 - D)Y03		SFY2006	- DY04		SFY2007	- DY05		SFY2008 - DY	· /06	
July	85	228	313	124	280	404	143	301	444	191	309	500	272	305	577	293	3 275	568
August	94	226	320	125	277	402	141	300	441	207	303	510	273	301	574	291	1 273	564
September	97	224	321	131	273	404	140	297	437	213	301	514	277	300	577	281	1 269	550
October	94	244	338	132	292	424	143	298	441	224	295	519	292	289	581	284	4 272	556
November	94	244	338	134	286	420	146	295	441	228	287	515	292	288	580	283	3 270	553
December	98	241	339	134	286	420	146	296	442	239	280	519	291	285	576	283	3 267	550
January	102	258	360	134	295	429	156	305	461	248	291	539	298	281	579	289	256	545
February	108	256	364	140	292	432	160	301	461	256	287	543	301	276	577	291	1 257	548
March	113	253	366	143	288	431	163	297	460	256	283	539	292	276	568	287	7 262	549
April	117	264	381	144	288	432	174	308	482	263	297	560	298	274	572	288	3 267	555
Мау	119	265	384	142	291	433	179	302	481	261	296	557	292	274	566	295	5 265	560
June	123	263	386	140	290	430	181	298	479	264	292	556	282	274	556	295	5 263	558

Month	Demonstration Enrollees	Medicaid Members	Total															
	2014 - D	OY12		2015 -	DY13		2016 - DY14			2017 - DY	15		2018 - DY	′16		2019 - DY17		
January	445	212	657	454	312	766	464	314	778	450	313	763	446	312	758	458	313	771
February	445	214	659	456	311	767	467	323	790	452	314	766	446	310	756	448	324	772
March	450	209	659	459	312	771	461	316	777	457	317	774	454	308	762	428	338	766
April	447	212	659	456	313	769	461	313	774	456	314	770	456	309	765	403	362	765
Мау	452	206	658	448	317	765	460	313	773	456	314	770	458	306	764	398	375	773
June	448	327	775	446	317	763	463	307	770	450	320	770	457	312	769	334	420	754
July	449	320	769	454	315	769	457	310	767	453	315	768	458	312	770	336	426	762
August	443	320	763	457	312	769	453	314	767	447	311	758	457	315	772	331	421	752
September	446	321	767	462	320	782	463	316	779	449	312	761	460	317	777	334	428	762
October	443	324	767	456	321	777	462	312	774	449	311	760	465	315	780	327	436	763
November	445	319	764	464	313	777	458	313	771	445	311	756	458	312	770	324	437	761
December	444	316	760	461	311	772	456	312	768	442	314	756	463	311	774	322	436	758

Demonstration Enrollees	Medicaid Members	Total															
SFY2009 - D)	(07		SFY2010 - D	Y08		SFY2011 -	DY09		SFY201	I2 - DY10		SFY201	3 - DY11		2013 (2nd h	alf) - DY11	
286	269	555	331	283	614	382	307	689	416	292	708	416	201	617	420	221	641
276	272	548	332	280	612	386	308	694	417	284	701	420	201	621	425	218	643
283	269	552	333	281	614	363	295	658	417	284	701	412	196	608	430	215	645
288	270	558	337	284	621	371	289	660	420	291	711	417	178	595	443	216	659
289	275	564	339	286	625	379	294	673	428	286	714	415	185	600	446	215	661
296	282	578	346	290	636	395	288	683	423	283	706	409	197	606	449	211	660
300	284	584	348	296	644	396	289	685	414	248	662	408	204	612			
302	288	590	349	298	647	399	281	680	420	242	662	414	199	613			
312	290	602	350	301	651	407	289	696	413	177	590	411	212	623			
315	288	603	355	300	655	413	298	711	419	183	602	418	211	629			
316	284	600	369	301	670	413	296	709	417	187	604	421	209	630			
323	280	603	381	313	694	415	290	705	417	195	612	420	209	629			

Demonstration Enrollees	Medicaid Members	Total									
2020 - DY18			2021 - DY19			2022 - DY2	0		2023 - 1	DY21	
314	438	752	297	479	776	291	506	797	286	537	823
310	437	747	293	487	780	290	509	799	290	538	828
310	444	754	291	497	788	292	513	805	289	537	826
308	450	758	294	497	791	289	517	806	291	547	838
296	457	753	294	497	791	291	521	812	291	551	842
299	460	759	290	500	790	288	530	818	294	544	838
301	467	768	288	501	789	289	534	823	290	534	824
303	461	764	290	503	793	289	532	821	297	521	818
304	464	768	291	504	795	287	528	815	294	512	806
302	470	772	291	505	796	285	520	805	293	509	802
298	481	779	292	506	798	283	530	813	287	510	797
298	484	782	292	505	797	283	539	822	284	520	804

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

hite oo	Total	Female 8	Male	Under 18		Female	Male	Under 18	~
July-02 August-02	85 94	8	77 86	0	226	68 67	160 159	4	3
September-02 October-02	97 94	8 6	89 88	0	244	66 70	158 174	5	3
November-02 December-02	94 98	7 7	87 91	0 0	244 241	69 68	175 173	5 5	3
January-03 February-03	102 108	7 7	95 101	0 0		74 75	184 181	7 7	3
March-03 April-03	113 117	7 9	106 108	0		75 77	178 187	7	3
May-03 June-03	119 123	9 8	110 115	0		78 77	187 186	7	3
July-03 August-03	124 125	7	117 118	0	280	83 83	197 194	8	4
September-03 October-03	131	7	124 126	0	273	82 82	194 191 210	8	4
November-03	134	6	128	0	286	80	206	8	4
December-03 January-04	134 134	7	127 128	0	295	80 80	206 215	8	4
February-04 March-04	140 143	8 8	132 135	1	292 288	78 77	214 211	7	4
April-04 May-04	144 142	8 9	136 133	1	288 291	78 79	210 212	5 5	4
June-04 July-04	140 143	8 8	132 135	1	290 301	78 79	212 222	5 5	4
August-04 September-04	141 140	8 8	133 132	1	300 297	80 80	220 217	5 5	4
October-04 November-04	143 146	10 12	133 134	1	298 295	79 79	219 216	5	4
December-04 January-05	146 156	14 16	132 140	1	296 305	77	219 227	5	4
February-05 March-05	160	16	144	1	301	76	225	6	4
April-05	163 174	16 16	147 158	1	297 308	76 85	221 223 218	6 7 7	4
May-05 June-05	179 181	16 15	163 166	1	302 298	84 85	218 213	7	4
July-05 August-05	191 207	16 18	175 189	1	309 303	90 90	219 213	7	5
September-05 October-05	213 224	20 21	193 203	1	301 295	88 86	213 209	7	5 5
November-05 December-05	228 239	21 23	207 216	1 1	287 280	84 82	203 198	7	5 5
January-06 February-06	248 256	23 21	225 235	1 1	291 287	90 90	201 197	8 8	5 5
March-06 April-06	256 263	21 22	235 241	1	283 297	90 93	193 204	7	5
May-06 June-06	261 264	21 25	240 239	1	296 292	92 91	204 201	4	5
July-06 August-06	272	26 25	246 248	1	305 301	96 96	209 205	4	5
September-06 October-06	277	26	251	1	300	96	204	4	5
November-06	292 292	27 27	265 265	1	289 288	94 95	195 193	5	5
December-06 January-07	291 298	28 28	263 270	1	285 281	93 97	192 184	5 6	5
February-07 March-07	301 292	29 30	272 262	1	276 276	95 94	181 182	7	5 5
April-07 May-07	298 292	30 30	268 262	1	274 274	92 91	182 183	6 6	5 5
June-07 July-07	282 293	27 27	255 266	1	274 275	91 95	183 180	6 6	5 5
August-07 September-07	291 281	27 27	264 254	1	273 269	95 94	178 175	6 6	5 5
October-07 November-07	284 283	30 29	254 254	1	272 270	93 93	179 177	6	5
December-07 January-08	283 289	31 33	252 256	1	267 256	92 89	175 167	6	5
February-08 March-08	291 287	32 30	259 257	1	257 262	90 94	167 168	5	5
April-08 May-08	288 295	30 31	258 264	1	267 265	93 93	174	6	5
June-08	295	30 28	265 258	1	263	92 91	172	6	5
July-08 August-08	286 276	25	250 251 255	1	269 272	90	182	3	5
September-08 October-08	283 288	28 29	259	1	269 270	90 91	179	3	5
November-08 December-08	289 296	28 31	261 265	1	275 282	97 99	178 183	3	5
January-09 February-09	300 302	31 30	269 272	1	284 288	97 96	187 192	3	5 5
March-09 April-09	312 315	33 34	279 281	1	290 288	93 92	197 196	3	6 6
May-09 June-09	316 323	34 33	282 290	1 1	284 280	92 92	192 188	3	6 6
July-09 August-09	331 332	36 36	295 296	1	283 280	95 95	188 185	3 3	6 6
September-09 October-09	333 337	36 38	297 299	1	281 284	95 96	186 188	3	6
November-09 December-09	339 346	38 40	301 306	1	286 290	95 96	191 194	3	6
January-10 February-10	348 349	40 41	308 308	1	296 298	97 100	199 198	3	6
March-10 April-10	350 355	43 44	307 311	1	301 300	102 105	199 195	3	6
May-10 June-10	369 381	44 45 44	324 337	1	300 301 313	103 104 105	193 197 208	4	6
July-10	382	43	339	1	307	102	205	3	6
August-10 September-10	386 363	43	342 320	1	308 295	103 99	205 196	3	6
October-10 November-10	371 379	45 47	326 332	2	289 294	99 102	190 192	3	6
December-10 January-11	395 396	45 46	350 350	2	288 289	103 103	185 186	4	6
February-11 March-11	399 407	46 48	353 359	2	289	100 103	186		-
April-11 May-11	413 413	46 47	367 366	2	298 296	110 108			7
June-11 July-11	415 416	47 48	368 368	2	290 292	108 111	182 181	6 5	7
August-11 September-11	417	49 49	368 368	2	284 284	107 107	177	5	7
October-11 November-11	420	48	372	2	204 291 286	109	182	7	7
December-11	423	50 48	373 366	2 2 2	283	100	179 156	6	7
January-12 February-12	414 420	51	369	2	242	89	153	6	6
March-12 April-12	413 419	48 50	365 369	2	177 183	61 62	116 121	4 5	5
May-12 June-12	417 417	48 47	369 370	2	187 195	62 65	125 130	4	6 6
July-12 August-12	416 420	43 43	373 377	2	201 201	68 66	135	4	6 6
September-12 October-12	412 417	44 46	368 371	2	196 178	66 59	130 119	5 4	6 5
November-12 December-12	415 409	47 48	368 361	2	185 197	63 68	122 129	4	6
	409	40	361	2	204	69	125	5	6

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Segregate 1 400 101 <th< td=""><td>641 643</td><td>6</td><td>(</td><td>137</td><td>84</td><td>221</td><td>3</td><td>367</td><td>53</td><td>420</td><td>July-13</td></th<>	641 643	6	(137	84	221	3	367	53	420	July-13
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Image of the set of t	659 661	6	(137	78	215	3	389	57	446	November-13
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Image: Image:<	659 659	7	-	131	78	209	2	388	62	450	March-14
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Observed Her How Ho	767 767	4	14	207	107	314	3	396	57	453	August-16
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January-16 446 55 39 912 100 207 19 February-16 445 55 336 3 310 100 210 10 Mart-16 445 55 336 308 104 204 11 Mart-16 448 57 366 302 104 201 11 June-16 445 59 368 312 111 201 11 June-16 446 66 392 3 315 106 206 11 September-18 446 66 393 5 321 111 201 10 December-18 446 67 331 5 336 112 212 12 March-19 448 66 362 5 336 111 205 10 June-19 448 67 331 5 202 114 248 9 Marc	756 756	4	14	201	110	311	3	389	56	445	November-17
March-18 464 65 399 3 308 104 206 11 Moy-18 453 86 400 3 308 104 205 11 June-18 457 86 3 312 115 201 11 Juny-18 466 62 366 3 312 116 204 11 Republic-18 466 64 401 5 315 108 204 11 December-18 466 64 401 5 315 108 203 10 January-19 448 67 381 5 324 112 212 12 March-19 433 63 375 115 200 10 June-19 334 64 233 5 322 114 248 9 March-19 334 65 233 5 323 115 200 10	758	2	1:	207	105	312	3	391	55	446	January-18
Msy-18 4455 58 400 3 306 114 202 11 Jubr-18 456 62 336 3 312 111 201 11 August-18 457 65 392 3 315 109 208 11 Centber-18 466 04 401 5 316 108 207 6 Noember-18 455 65 393 5 311 108 203 10 Jaraury-19 448 67 381 5 332 112 212 12 Mach-19 448 67 381 5 332 113 225 10 Mart-19 448 67 381 5 322 114 248 6 Jubr-19 306 52 284 5 326 114 248 9 Jubr-19 336 52 284 5 420 125	756	1	1	204	104	308	3	399	55	454	March-18
July-18 458 62 392 3 312 108 2026 11 August-18 446 62 396 3 317 111 206 11 October-18 446 64 401 5 315 108 207 0 Newenber-18 448 66 397 5 311 108 203 10 January-19 448 67 391 5 335 172 12 12 March 19 448 67 391 5 336 113 225 10 April-18 443 63 340 5 324 112 225 10 March 19 336 52 244 5 426 122 304 10 Jule-19 334 52 228 5 428 130 10 Adgethefer.19 337 49 227 5 437 130 307<	765	1	1	202	104	306	3	400	58	458	May-18
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November-16 458 65 333 5 312 111 201 10 December-18 463 66 397 5 311 108 203 10 January-19 446 67 381 5 333 107 206 12 Meth-19 428 65 333 5 338 113 225 10 April-19 403 63 340 5 332 114 248 9 May-19 398 64 334 5 375 115 260 10 June-19 334 51 282 5 426 122 304 10 Aggebraber-19 334 52 282 5 436 131 305 10 October-19 327 49 276 5 433 130 308 10 January-20 314 47 277 5 438 13	772 777	1	11	206	111	317	3	398	62	460	v
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December-19 322 50 272 5 436 128 308 10 January-20 314 47 267 5 438 130 308 10 February-20 310 46 264 5 437 130 307 10 March-20 310 44 266 5 444 136 308 10 April-20 308 43 265 5 450 135 315 10 June-20 299 42 257 5 460 139 321 9 July-20 301 43 258 5 467 142 325 9 August-20 302 43 259 5 470 138 332 8 October-20 302 43 255 5 481 140 344 9 January-21 297 45 252 4 479 148 <td>763 761</td> <td>0</td> <td>1(</td> <td>305</td> <td>131</td> <td>436</td> <td>5</td> <td>278</td> <td>49</td> <td>327</td> <td>October-19</td>	763 761	0	1(305	131	436	5	278	49	327	October-19
February-20 310 46 264 5 437 130 307 10 March-20 310 44 266 5 444 136 308 10 April-20 308 43 265 5 450 135 315 10 May-20 296 41 255 5 457 137 320 9 June-20 299 42 257 5 460 139 321 9 July-20 301 43 256 5 461 140 321 7 September-20 304 44 260 5 464 138 326 8 October-20 302 43 255 5 481 139 342 7 December-20 298 43 255 5 481 139 342 7 January-21 297 45 252 4 479 140	758 752	0	10	308	128	436	5	272	50	322	December-19
April-20 308 43 265 5 450 135 315 10 May-20 296 41 255 5 467 137 320 9 June-20 299 42 257 5 460 139 321 9 July-20 301 43 258 5 461 140 321 7 September-20 304 44 260 5 464 138 326 8 October-20 302 43 255 5 470 138 332 8 November-20 298 44 254 5 481 139 342 7 December-20 298 44 254 5 484 140 344 9 January-21 297 45 252 4 479 138 341 5 March-21 291 44 247 4 497 140	747	0	1(307	130	437	5	264	46	310	February-20
June-20 299 42 257 5 460 139 321 9 July-20 301 43 258 5 467 142 325 9 August-20 303 45 258 5 461 140 321 7 September-20 304 44 260 5 464 138 332 8 October-20 302 43 255 5 481 139 342 7 December-20 298 44 254 5 481 139 342 7 January-21 297 45 252 4 479 138 341 5 February-21 293 45 248 4 487 139 348 5 March-21 291 44 247 4 497 140 357 6 June-21 290 43 247 500 140 360	754 758	0	1(315	135	450	5	265	43	308	April-20
August-20 303 45 258 5 461 140 321 7 September-20 304 44 260 5 464 138 326 8 October-20 302 43 259 5 470 138 332 8 November-20 298 43 255 5 481 139 342 7 December-20 298 44 254 5 484 140 344 9 January-21 297 45 252 4 479 138 341 5 February-21 293 45 248 4 497 140 357 5 April-21 294 43 251 4 497 140 357 6 June-21 290 43 247 4 500 140 366 6 July-21 288 43 245 4 501 142 <td>753 759</td> <td>9</td> <td>(</td> <td>321</td> <td>139</td> <td>460</td> <td>5</td> <td>257</td> <td>42</td> <td>299</td> <td>June-20</td>	753 759	9	(321	139	460	5	257	42	299	June-20
October-20 302 43 259 5 470 138 332 8 November-20 298 43 255 5 481 139 342 7 December-20 298 44 254 5 481 140 344 9 January-21 297 45 252 4 479 138 341 5 February-21 293 45 248 4 487 139 348 5 March-21 294 43 251 4 497 140 357 6 May-21 294 43 251 4 497 140 357 6 June-21 290 43 247 4 500 140 360 6 July-21 288 43 245 4 501 142 359 6 August-21 290 43 247 4 503 139	768 764	7	-	321	140	461	5	258	45	303	August-20
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	821 815										
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April-23 291 46 245 3 547 152 395 9	838	9	9	395	152	547	3	245	46	291	April-23
May-23 291 46 245 3 551 151 400 10 June-23 294 47 247 3 544 148 396 10	842 838	0	1(396	148	544	3	247	47	294	June-23
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November-23 287 51 236 3 510 147 363 9 December-23 284 46 238 3 520 151 369 10	797 804			363	147	510	3	236	51	287	November-23

Department Of Health and Human Services MaineCare Services

Special Benefits Demonstration Project

Attachment A: Distinct Member Counts By Quarter

$\begin{array}{ c c c c c c c c c c c c c c c c c c c$	itate 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 3 372 116 260 4 202 60 2003 4 391 124 268 1 198 73 2004 2 427 135 297 5 188 114 2004 3 436 143 301 8 185 115 2005 1 451 147 308 4 183 131 2005 2 452 153 305 6 178 134 2005 3 466 164 305 3 173 138 2005 4 496 189 311 5 171 147 2006 1 523 218 314 9 168 153 2006 3 551 267 295 11 160 146 2006 3 551 267 295 11 160 146 <td< td=""><td>2003</td><td>1</td><td>331</td><td>104</td><td>231</td><td>4</td><td>211</td><td>23</td><td>3</td></td<>	2003	1	331	104	231	4	211	23	3
2003 4 381 124 268 1 198 73 2004 1 413 132 284 3 194 96 2004 2 427 135 297 5 188 114 2004 4 440 151 294 5 185 115 2005 1 451 147 306 4 183 131 2005 2 452 153 305 6 178 134 2005 4 485 189 311 5 171 147 2006 1 523 218 314 9 168 153 2006 3 551 267 298 7 167 140 2006 3 551 267 298 116 146 2007 1 592 287 313 8 165 2007 3	2003	2	345	101	246	2	206	44	4
2004 1 413 132 284 3 194 96 2004 2 427 135 297 5 188 114 2004 3 436 143 301 8 185 115 2005 1 451 147 306 4 133 131 2005 2 452 153 305 6 178 134 2005 3 466 164 305 3 173 138 2006 2 537 246 298 7 167 140 2006 2 537 246 296 1 166 146 2006 4 576 286 305 15 158 157 2007 1 592 287 313 8 158 165 2007 2 566 304 296 4 155 151 <td< td=""><td>2003</td><td>3</td><td>372</td><td>116</td><td>260</td><td>4</td><td>202</td><td>60</td><td>2</td></td<>	2003	3	372	116	260	4	202	60	2
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$\begin{array}{ c c c c c c c c c c c c c c c c c c c$	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 3 794 464 331 1 101 241 2014 4 794 457 340 3 100 250 2015 2 790 469 329 8 98 242 2015 3 807 476 335 4 99 244 2016 1 805 478 332 4 99 244 2016 2 793 473 325 5 97 239 2016 2 793 473 325 5 91 246 2016 4 799 476 333 6 97 247 2016 4 799 476 334 5 91 255 2017 2 807 479 337 9 92 266 2017 4 789 468 330 6 89 253 2017 <td>2014</td> <td>1</td> <td>686</td> <td>463</td> <td>226</td> <td>3</td> <td>100</td> <td>136</td> <td>10</td>	2014	1	686	463	226	3	100	136	10
2014 4 794 457 340 3 100 250 2015 1 800 473 334 7 99 246 2015 2 790 469 329 8 98 242 2015 3 807 476 335 4 99 244 2016 1 805 478 332 6 99 246 2016 2 793 473 325 5 97 239 2016 3 803 476 333 6 99 246 2016 4 799 476 328 5 95 246 2017 1 804 475 334 5 89 253 2017 2 807 4479 333 5 89 253 2017 4 799 474 325 6 88 248 2018 <td>2014</td> <td>2</td> <td>793</td> <td>463</td> <td>333</td> <td>3</td> <td>101</td> <td>241</td> <td>9</td>	2014	2	793	463	333	3	101	241	9
2015 1 800 473 334 7 99 246 2015 2 790 469 329 8 98 242 2015 3 807 476 335 4 99 244 2016 1 805 478 332 4 99 244 2016 2 793 473 325 5 97 239 2016 3 803 476 333 6 99 246 2016 4 799 476 333 6 97 247 2017 1 804 475 334 5 91 255 2017 2 807 479 337 9 92 256 2017 3 800 472 333 5 89 253 2017 4 789 468 330 6 88 248 2018	2014	3	794	464	331	1	101	241	11
20152790460329898242 2015 3807476335499247 2016 4806478332499244 2016 1805478333699246 2016 2793473325597239 2016 3803476333697247 2016 4799476328595246 2017 1807479337992256 2017 2807479333589253 2017 4789468330988254 2018 1793474325688248 2018 2793474325688248 2018 2793474333580253 2018 27934743632483293 2018 3802477330586256 2018 4808484331786258 2019 18124733632483293 2019 37953514581481390 2019 479034046581379 2020 27803154771280	2014	4	794	457	340	3	100	250	10
2015 3 807 476 335 4 99 247 2015 4 806 478 332 4 99 244 2016 1 805 478 333 6 99 246 2016 2 793 473 325 5 97 239 2016 4 799 476 333 6 97 247 2016 4 799 476 328 5 95 246 2017 1 804 475 334 5 99 253 2017 2 807 479 337 9 92 256 2017 4 789 468 330 6 89 253 2018 1 792 468 330 6 88 248 2018 3 802 477 330 5 86 256 2018	2015	1	800	473	334	7	99	246	11
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2016 2 793 473 325 5 97 239 2016 3 803 476 333 6 97 247 2016 4 799 476 328 5 95 246 2017 1 804 475 334 5 91 255 2017 2 807 479 333 5 89 253 2017 3 800 472 333 6 89 253 2018 1 792 468 330 6 89 253 2018 2 793 474 325 6 86 248 2018 3 802 477 3363 24 83 293 2018 4 808 444 331 7 86 256 2019 1 812 473 363 24 83 293 2019 <td>2015</td> <td>4</td> <td>806</td> <td>478</td> <td>332</td> <td>4</td> <td>99</td> <td>244</td> <td>11</td>	2015	4	806	478	332	4	99	244	11
2016 3 803 476 333 6 97 247 2016 4 799 476 328 5 95 246 2017 1 804 475 334 5 91 255 2017 2 807 479 337 9 92 256 2017 3 800 472 333 5 89 253 2017 4 789 468 330 6 88 254 2018 1 792 468 330 6 88 248 2018 2 793 474 325 6 88 248 2018 4 808 484 331 7 86 256 2019 1 812 473 363 248 3293 2019 2 800 417 448 65 81 379 2019 3 <td>2016</td> <td>1</td> <td>805</td> <td>478</td> <td>333</td> <td>6</td> <td>99</td> <td>246</td> <td>12</td>	2016	1	805	478	333	6	99	246	12
2016 4 799 476 328 5 99 246 2017 1 804 475 334 5 91 255 2017 2 807 479 337 9 92 256 2017 3 800 472 333 5 89 253 2017 4 789 468 330 6 88 254 2018 1 792 466 330 6 88 248 2018 2 793 474 325 6 88 248 2018 4 808 444 331 7 86 258 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2020 <td>2016</td> <td>2</td> <td>793</td> <td>473</td> <td>325</td> <td>5</td> <td>97</td> <td>239</td> <td>11</td>	2016	2	793	473	325	5	97	239	11
2017 1 804 475 334 5 91 255 2017 2 807 479 337 9 92 256 2017 3 800 472 333 5 89 253 2017 4 789 468 330 9 88 254 2018 1 792 468 330 6 89 253 2018 2 793 474 325 6 88 248 2018 3 802 477 330 5 86 256 2019 1 812 473 363 24 83 293 2019 1 812 473 363 24 83 293 2019 1 812 473 363 24 83 293 2019 3 796 361 458 14 81 390 2020 </td <td>2016</td> <td>3</td> <td>803</td> <td>476</td> <td>333</td> <td>6</td> <td>97</td> <td>247</td> <td>11</td>	2016	3	803	476	333	6	97	247	11
2017 2 807 479 337 9 92 256 2017 3 800 472 333 5 89 253 2017 4 789 468 330 9 88 254 2018 1 792 468 330 6 89 253 2018 2 793 474 325 6 88 248 2018 3 802 477 330 5 86 256 2018 4 808 484 331 7 86 258 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2020 1 794 330 476 12 80 407 2020 </td <td>2016</td> <td>4</td> <td>799</td> <td>476</td> <td>328</td> <td>5</td> <td>95</td> <td>246</td> <td>13</td>	2016	4	799	476	328	5	95	246	13
2017 3 800 472 333 5 89 253 2017 4 789 468 330 9 88 254 2018 1 792 468 330 6 89 253 2018 2 793 474 325 6 88 248 2018 3 802 477 330 5 86 256 2018 4 808 484 331 7 86 256 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020<	2017	1	804	475	334	5	91	255	12
2017 4 789 468 330 9 88 254 2018 1 792 468 330 6 89 253 2018 2 793 474 325 6 88 248 2018 3 802 477 330 5 86 256 2018 4 808 484 331 7 86 258 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020	2017	2	807	479	337	9	92	256	11
2018 1 792 468 330 6 89 253 2018 2 793 474 325 6 88 248 2018 3 802 477 330 5 86 256 2018 4 808 484 331 7 86 258 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 408 2020 2 780 315 477 12 80 408 2020 3 799 310 477 12 80 403 202	2017	3	800	472	333	5	89	253	9
2018 2 793 474 325 6 88 248 2018 3 802 477 330 5 866 256 2018 4 808 484 331 7 866 258 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 20	2017	4	789	468	330	9	88	254	12
2018 3 802 477 330 5 86 256 2018 4 808 484 331 7 86 258 2019 1 812 473 363 24 83 293 2019 2 800 4117 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 523 10 78 433 20	2018	1	792	468	330	6	89	253	12
2018 4 808 484 331 7 86 258 2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 3 816 295 523 2 78 434 2021	2018	2	793	474	325	6	88	248	11
2019 1 812 473 363 24 83 293 2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 4 828 299 532 3 76 446 202	2018	3	802	477	330	5	86	256	12
2019 2 800 417 448 65 81 379 2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 3 816 295 523 2 78 434 2022 1 832 299 532 3 76 446 2022 1 833 292 552 1 75 487 2022<	2018	4	808	484	331	7	86	258	13
2019 3 795 351 458 14 81 390 2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 </td <td>2019</td> <td>1</td> <td>812</td> <td>473</td> <td>363</td> <td>24</td> <td>83</td> <td>293</td> <td>13</td>	2019	1	812	473	363	24	83	293	13
2019 4 790 340 463 13 80 394 2020 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 </td <td>2019</td> <td>2</td> <td>800</td> <td>417</td> <td>448</td> <td>65</td> <td>81</td> <td>379</td> <td>12</td>	2019	2	800	417	448	65	81	379	12
2010 1 794 330 476 12 80 407 2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 2 812 299 523 2 78 434 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 3 843 292 552 1 75 487 2022 <td>2019</td> <td>3</td> <td></td> <td></td> <td>458</td> <td></td> <td></td> <td>390</td> <td>13</td>	2019	3			458			390	13
2020 2 780 315 477 12 80 408 2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 2 812 299 523 2 78 434 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 2 839 292 552 1 75 487 2022 3 843 292 559 4 75 495 2023	2019	4	790	340	463	13	80	394	11
2020 3 799 310 493 4 79 425 2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 2 812 299 523 2 78 434 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 3 843 292 552 1 75 487 2022 3 843 292 559 4 75 495 2022 4 844 289 559 4 75 495 2023	2020	1	794	330	476	12	80	407	11
2020 4 802 305 502 5 79 433 2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 3 816 295 523 2 78 434 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 3 843 292 552 1 75 487 2022 3 843 292 559 4 75 495 2023 1 865 295 571 1 74 497 2023 2 871 295 578 2 72 506	2020	2				12		408	11
2021 1 805 299 512 6 78 424 2021 2 812 299 523 10 78 433 2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 2 839 292 552 1 75 487 2022 3 843 292 552 1 75 487 2022 3 843 292 552 1 75 487 2022 4 844 289 559 4 75 495 2023 1 865 295 571 1 74 497 2023 2 871 295 578 2 72 506	2020	3						425	11
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2021 3 816 295 523 2 78 434 2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 2 839 292 552 1 75 487 2022 3 843 292 552 1 75 487 2022 4 844 289 559 4 75 495 2023 1 865 295 571 1 74 497 2023 2 871 295 578 2 72 506									10
2021 4 828 299 532 3 76 446 2022 1 832 294 539 1 76 473 2022 2 839 293 550 4 76 484 2022 3 843 292 552 1 75 487 2022 4 844 289 559 4 75 495 2023 1 865 295 571 1 74 497 2023 2 871 295 578 2 72 506		2		200	020	10		1	12
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2022 2 839 293 550 4 76 484 2022 3 843 292 552 1 75 487 2022 4 844 289 559 4 75 495 2023 1 865 295 571 1 74 497 2023 2 871 295 578 2 72 506									10
2022 3 843 292 552 1 75 487 2022 4 844 289 559 4 75 495 2023 1 865 295 571 1 74 497 2023 2 871 295 578 2 72 506	-								10
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2023 2 871 295 578 2 72 506									
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									11 11
2023 4 838 300 549 11 71 478									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	DY14		DY15		DY16		DY17		DY18		DY19		DY20		DY21	
	Incoming	Outgoing														
Adherence	237	788	276	734	251	801	28	202	4	609	6	815	52	587	86	523
Ambulance/Transportation	29	48	62	87	23	46	9	16	7	17	2	5	5	11	12	20
Case Management Services	410	441	484	473	540	589	442	505	361	1076	269	322	234	153	144	178
Collaboration Care Coordination	103	111	129	114	130	103	95	129	48	156	25	197	68	150	107	175
Compliance	57	257	57	209	55	328	80	481	127	902	210	825	50	400	11	140
Eligibility	328	782	318	805	245	704	134	422	87	332	72	410	59	347	85	413
ER	95	369	83	329	59	221	8	170	1	313	2	234	8	131	18	210
Family Planning	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
Inpatient	19	68	19	59	18	43	4	28	0	62	0	47	2	27	2	49
Introductory Call	41	121	45	116	40	129	6	95	2	90	5	92	9	90	12	95
Laboratory/X-ray	21	41	13	27	29	91	1	3	1	209	5	123	0	35	1	2
Medications	81	136	85	83	120	95	36	37	23	23	27	38	19	46	30	42
Member Survey	46	256	81	266	67	202	5	199	2	264	5	142	41	398	19	88
Mental Health/Substance Abuse	8	11	2	2	6	6	1	239	0	1	1	0	1	2	0	1
Other	381	445	410	365	327	404	83	33	52	213	46	176	141	230	286	287
Outdated Contact	8	42	11	74	2	28	1	35	0	0	0	72	12	62	29	193
Pharmacy	4	65	12	41	11	104	5	39	5	18	2	18	3	18	6	34
Phone Call Follow-up	19	271	31	303	13	242	2	92	0	28	0	112	8	85	19	172
Physician Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Policy	0	0	0	3	0	0	0	0	0	0	0	0	0	1	2	3
Provider Services	28	65	40	104	30	80	24	1	8	75	18	39	17	89	15	75
Readmission			1	1	0	0	0	0	0	0	0	0	0	0	0	1
Unpaid Claims	39	99	50	100	35	96	33	45	32	52	29	41	19	38	22	28
Viral Loads	10	3	4	1	6	0	1	1	4	0	0	0	0	0	42	
Total	1964	4419	2213	4296	2007	4312	998	2772	764	4440	724	3708	748	2900	948	2732

ATTACHMEN	T D: CONTACT TRACKING DETAIL																	
INCOMING	Demons	stration Year 4 % Demonst 1472 42%	tration Year 5 % Demons 1844 41%	stration Year 6 % Demons 1252 36%	stration Year 7 % Demonstra 801 28%	ation Year 8 % Demonstratio 919 25%	n Year 9 % Demonstration 984 27%	n Year 10 % Demonstration 1327 32%		12 % Demonstration Year 13 523 25% 1881	% Demonstration Year 14 29% 1964	% Demonstration Year 15 31% 2,213	Demonstration Year 16 34% 2,007	Demonstration Year 17 32% 998	Demonstration Year 18 27% 764	Demonstration Ye 15% 730	ar 19 Demonstration Year Demonstration Year 21 16% 1,363 27% 907 26%	
Calls		926 63%	1115 60%	880 70%	571 71%	703 76%	869 88%	1207 91%	1384 86% 1	389 91% 1723	92% 1747	89% 1,961	89% 1,839	92% 853	85% 610	80% 603	83% 1226 90% 597 66%	
Member	Adherence Ambulance/Transportation	0 0% 0 0%	46 9% 6 1%	28 7% 4 1%	25 10% 4 2%	87 20% 2 0%	106 34% 2 1%	68 13% 6 1%	213 30% 4 1%	222 27% 212 6 1% 4	23% 189 0% 12	23% 221 1% 28	21% 189 3% 6	22% 23 1% 2	7% 3 1% 1	1% 5 0% 0	1% 47 13% 55 11% 0% 4 1% 7 1%	
	Case Management Services Collaboration Care coordination Compliance	285 77% 1 0% 41 11%	295 59% 12 2% 20 4%	248 63% 14 4% 16 4%	96 37% 10 4% 19 7%	34 8% 5 1% 49 11%	4 1% 21 7% 34 11%	11 2% 7 1% 13 3%	8 1% 3 0% 47 7%	1 0% 5 3 0% 2 41 5% 39	1% 11 0% 0 4% 24	1% 13 0% 1 3% 31	1% 9 0% 1 3% 36	1% 7 0% 2 4% 65	2% 5 1% 1 19% 118	2% 4 0% 1 46% 194	1% 2 1% 9 2% 0% 3 1% 3 1% 56% 45 13% 10 2%	
	Eligibility ER	8 2%	17 3%	29 7%	53 20%	116 27%	62 20% 2 1%	65 13% 7 1%	125 18% 16 2%	64 8% 117 44 5% 39 0 0% 0	13% 136 4% 55	16% 151 7% 52	15% 116 5% 41	13% 99 5% 6	29% 61 2% 1	24% 56 0% 2 0% 0	16% 43 12% 44 9% 1% 7 2% 14 3% 0% 0 0% 0 0%	
	Hospital Services Inpatient Introductory Call	2 1%	0 0%	0 0%	1 0%	11 3%	4 1%	25 5%	32 5%	47 6% 49	5% 40	5% 42	4%	0% 0 3 3 4% 5	0% 0 1% 0 1% 2	0% 0 0% 0 1% 5	0% 0 0% 0 0% 0% 1 0% 1 0% 1% 7 2% 11 2%	
	Laboratory/X-ray Mental Health/Substance Abuse Medications	0 0% 0 0% 0 0%	1 0% 2 0% 0 0%	1 0% 1 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 20 5%	3 1% 1 0% 8 3%	1 0% 0 0% 57 11%	3 0% 0 0% 40 6%	0 0% 1 5 1% 3 16 2% 41	0% 1 0% 3 5% 54	0% 0 0% 2 6% 56	0% 3 0% 3 5% 84	0% 0 0% 0 10% 29	0% 0 0% 0 8% 17	0% 0 0% 1 7% 22	0% 0 0% 0 0% 0% 1 0% 0 0% 6% 14 4% 19 4%	
	Other Outdated Contact	0 0%	0 0%	0 0%	4 2%	39 9%	15 5% 7 2%	65 13% 22 4%	80 11% 59 8%	234 28% 253 57 7% 10	28% 218 1% 7	26% 289 1% 9	28% 256 1% 1	29% 63 0% 1	18% 33 0% 0	13% 31 0% 0	0% 11 4% 15 4% 9% 116 32% 241 50% 0% 10 3% 22 5%	
	Unpaid Claims Pharmacy Phone Call Follow-up	0 0% 28 8%	0 0% 94 19%	0 0% 52 13%	2 1% 24 9%	14 3% 23 5%	3 1% 14 4% 9 3%	9 2% 13 3% 48 9%	19 3% 6 1% 30 4%	19 2% 43 9 1% 1 10 1% 9	5% 19 0% 2 1% 19	2% 21 0% 4 2% 27	2% 16 0% 4 3% 12	2% 22 0% 3 1% 2	6% 9 1% 1 1% 0	4% 16 0% 0 0% 0	5% 3 1% 12 3% 0% 1 0% 3 1% 0% 8 2% 19 4%	
	Policy Provider services	1 0% 3 0%	1 0% 5 1%	0 0% 0 0%	0 0% 11 4%	0 0% 28 7%	0 0% 17 5%	0 0% 16 3%	1 0% 21 3%	0 0% 0 2 0% 7	0% 0 1% 5	0% 0 1% 4	0% 0 0% 5	0% 0 1% 8	0% 1 2% 2	0% 0 1% 8	0% 0 0% 0 0% 2% 7 2% 2 0% 0% 0 0% 0% 0% 0%	
	Readmissions Viral Loads Member Survey	1 0%	2 0%	2 1%	12 5%	2 0%	1 0%	0 0% 85 16%	0 0% 1 0%	0 0% 0 55 7% 70	0% 0 8% 44	0% 0 5% 76	0% 0 0% 0 7% 61	0% 0 0% 0 7% 5	0% 0 0% 0 1% 2	0% 0 0% 0 1% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0% 0% 40 11% 8 2%	
ASO Worker	Family Planning Total: Case Management Services	370 100% 170 63%	501 100% 199 59%	395 100% 106 51%	261 100% 47 39%	430 100% 117 69%	313 100% 349 83%	518 100% 471 93%	0 0% 708 100% 362 78%	0 0% 0 835 100% 905 194 54% 281	0% 0 100% 839 57% 340	0% 0 100% 1028 59% 410	0% 0 100% 878	100% 345	0% 0 100% 257 95% 284	0% 0 100% 345 95% 225	0% 0 0% 0 0% 100% 359 1 480 100% 08% 189 84% 51 64%	
	Ambulance/Transportation Other	0 0% 28 10%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	2 1% 3 2%	0 0% 1 0%	0 0% 1 0%	0 0% 3 1%	2 1% 0 30 8% 37	0% 4 7% 49	1% 4 9% 36	1% 2 6% 27	12% 333 0% 2 4% 0	33% 204 1% 2 0% 1	33% 223 1% 1 0% 1	98% 189 84% 51 64% 0% 0 0% 0 0% 0% 1 0% 0 0%	
	Eligibility Compliance Adherence	19 7% 3 1% 0 0%	47 14% 0 0% 2 1%	38 18% 0 0% 2 1%	31 26% 2 2% 0 0%	16 9% 7 4% 10 6%	7 2% 22 5% 13 3%	9 2% 7 1% 4 1%	14 3% 19 4% 32 7%	11 3% 16 34 10% 45 49 14% 51	3% 9% 10%	7% 58 4% 24 6% 41	9% 38 4% 17 6% 47	6% 4 3% 4 7% 5	1% 0 1% 0 1% 0	0% 0 0% 0	0% 0 0% 0 0% 0% 2 1% 0 0% 0% 1 0% 0 0%	
	Laboratory/X-ray Family Planning	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	2 2% 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% 4 0% 0	1% 2 0% 0	0% 3 0% 0	0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
	Provider Services Mental Health/Substance Abuse Hospital Services	0 0% 1 0% 5 2%	4 1% 0 0% 0 0%	0 0% 0 0% 0 0%	1 1% 0 0% 0 0%	4 2% 0 0% 0 0%	2 0% 0 0% 0 0%	0 0% 0 0% 0 0%	2 0% 0 0% 0 0%	0 0% 0 0 0% 0 0 0% 0 0 0% 0	0% 1 0% 1 0% 0	0% 0 0% 0 0% 0	0% 1 0% 2 0% 0	0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
	Viral Load Collaboration Care coordination	1 0% 16 6%	4 1% 45 13%	4 2% 30 14%	4 3% 24 20%	1 1% 2 1%	1 0% 8 2%	2 0% 1 0%	0 0% 1 0%	0 0% 0 5 1% 30	0% 0 6% 27	0% 0 5% 13	0% 0 2% 6	1% 1	0% 0 0% 4	0% 0 1% 0	0% 0 0% 0 0% 0% 30 13% 22 28% 0% 0 0% 1 4%	
	Pharmacy Medications Policy	26 10% 0 0% 1 0%	34 10% 0 0% 3 1%	25 12% 0 0% 2 1%	7 6% 0 0% 1 1%	6 4% 1 1% 0 0%	2 0% 1 0% 0 0%	0 0% 1 0% 0 0%	0 0% 2 0% 0 0%	1 0% 0 0 0% 4 0 0% 0	0% 0 1% 10 0% 0	2% 7 0% 0	0% 0 1% 10 0% 0	1% 1	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 1 1% 0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
	ER Unpaid Claims Outdated Contact						10 2% 3 1% 2 0%	2 0% 0 0%	14 3% 1 0% 3 1%	18 5% 22 4 1% 6 5 1% 3	4% 31 1% 4 1% 1	5% 29 1% 13 0% 2	4% 17 2% 10 0% 0	1% 3	0% 0 1% 8 0% 0	0% 0 3% 3 0% 0	0% 1 0% 1 1% 1% 2 1% 5 6% 0% 0 0% 0 0%	
	Phone Call Follow-up Introductory Call						2 070	2 0%	7 2% 2 0%	0 0% 1 4 1% 0	0% 0% 0	0% 2 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
Other	Member Survey Total: Other	270 100% 48 31%	338 100% 0 0%	207 100% 0 0%	120 100% 4 6%	169 100% 11 30%	421 100% 1 1%	506 100% 2 2%	1 0% 463 100% 6 11%	0 0% 1 357 100% 497 36 36% 53	0% 2 100% 572 28% 42	0% 4 100% 645 27% 38	1% 6 100% 669 21% 30	100% 400	0% 0 100% 299 6% 6	0% 0 100% 230 13% 1	0% 0 0% 0 0% 100% 226 1 80 100% 5% 5 25% 10 53%	
	Case Management Services Provider Services	66 42% 0 0%	38 24% 4 3%	53 32% 0 0%	20 32% 0 0%	0 0% 2 5%	3 4% 11 14%	1 1% 17 19%	0 0% 3 5%	1 1% 3 11 11% 11	2% 2 6% 5	1% 2 3% 10	1% 1 5% 2	1% 2 1% 9	2% 1 10% 5	2% 1 11% 3	5% 2 10% 0 0% 14% 2 10% 2 11%	
	Physician Services Eligibility Adherence	5 3% 10 6% 0 0%	0 0% 5 3% 2 1%	0 0% 8 5% 2 1%	0 0% 2 3% 2 3%	0 0% 11 30% 0 0%	0 0% 20 26% 1 1%	11 12% 1 1%	0 0% 14 25% 3 5%	0 0% 0 7 7% 7 6 6% 4	0% 0 4% 16 2% 6	10% 0 10% 10 4% 8	0% 0 5% 13 4% 11	7% 4	0% 0 5% 1 0% 1	2% 0 2% 0	0% 0 0% 0 0% 0% 1 5% 2 11% 0% 0 0% 0 0%	
	Compliance Medications MentalHealth/Substance Abuse	2 1% 0 0% 0 0%	1 1% 0 0% 1 1%	2 1% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 5 14% 0 0%	2 3% 3 4% 0 0%	0 0% 7 8%	0 0% 5 9%	1 1% 0 6 6% 4 1 1% 3	0% 3 2% 2 2% 3	2% 0 1% 6 2% 0	0% 1 3% 6 0% 1	3% 2	3% 2 2% 3 0% 0	4% 2 7% 2 0% 0	9% 1 5% 0 0% 9% 2 10% 0 0% 0% 0 0% 0 0%	
	Hospital Services Inpatient	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0	0% 0	0% 0	0% 0	0% 0 1	0% 0 1% 1	0% 0 2% 0	0% 0 0% 0 0% 0% 1 5% 0 0%	
	Family Planning Viral Loads Ambulance/Transportation	0 0% 11 7% 0 0%	0 0% 8 5% 1 1%	0 0% 29 17% 1 1%	1 2% 15 24% 0 0%	0 0% 1 3% 0 0%	0 0% 2 3% 0 0%	0 0% 2 2% 2 2%	0 0% 0 0%	0 0% 0 0 0% 0 0 0% 3	0% 0 0% 0 2% 2	0% 0 0% 0 1% 9	0% 0 0% 0 5% 4	0% 0	0% 0 0% 0 1% 1	0% 0 0% 0 2% 1	0% 0 0% 0 0% 0% 0 0% 0 0% 5% 0 0% 0 0%	
	Collaboration Care coordination Pharmacy	9 6% 4 3%	58 36% 34 21%	53 32% 12 7%	9 15% 7 11%	4 11% 3 8%	22 29% 7 9%	30 33% 11 12%	17 30% 4 7%	11 11% 86 5 5% 4	45% 61 2% 2	40% 82 1% 6	45% 104 3% 6	55% 58 3% 2	66% 17 2% 4	38% 9 9% 2	41% 5 25% 2 11% 9% 1 5% 2 11%	
	Policy Unpaid Claims Out Dated Contact	2 1%	7 4%	8 5%	2 3%	0 0%	1 1% 4 5%	0 0% 0 0% 3 3%	0 0% 4 7% 0 0%	0 0% 0 13 13% 14 0 0% 0	0% 0 7% 10 0% 0	0% 0 6% 9 0% 0	0% 0 5% 6 0% 0	3% 1	0% 0 1% 2 0% 0	0% 0 4% 1 0% 0	0% 0 0% 0 0% 5% 0 0% 1 5% 0% 0 0% 0 0%	
	Phone Call Follow Up Introductory Call	157 100%	159 100%	168 100%	62 100%	37 100%	77 100%	2 2% 1 1%	1 2% 0 0%	0 0% 0 1 1% 0	0% 0 0% 0	0% 2 0% 2	1% 0 1% 3	2% 1	0% 0 1% 1 100% 45	0% 0 2% 0 100% 22	0% 0 0% 0 0% 0% 0 0% 0 0% 100% 20 1 19 100%	
Eligibility Office	Case Management Services Eligibility	26 62% 6 14%	19 46% 16 39%	14 45% 10 32%	11 61% 7 39%	0 0% 7 100%	0 0% 16 100%	0 0% 27 96%	2 3% 58 89%	33 100% 132 0 0% 0 14 88% 33	0% 0 92% 72	0% 0 96% 40	0% 1 95% 36	3% 0 92% 4	0% 0 100% 3	0% 0 60% 0	100 % 20 1 19 100 % 0% 0 0% 0 0% 0% 1 100% 0 0%	
	Other Adherence Compliance	5 12% 0 0% 0 0%	0 0% 0% 0 0%	1 3% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	1 2% 1 2% 0 0%	2 13% 3 0 0% 0 0 0% 0	8% 3 0% 0 0% 0	4% 2 0% 0 0% 0	5% 2 0% 0 0% 0	0% 0	0% 0 0% 0 0% 2	0% 0 0% 0 40% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0 0% 0% 0 0% 0 0% 0 0%	
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	Hospital Services Collaboration Care coordination Outdated Contact	0 0% 5 12%	0 0% 5 12%	0 0% 6 19%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 2 3%	0 0% 0 0 0% 0 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
Nurse	Medications Total: Physician Services	42 100% 2 3%	41 100% 0 0%	31 100% 0 0%	18 100% 0 0%	7 100% 0 0%	16 100% 0 0%	1 4% 28 100%	1 2% 65 100% 0 0%	0 0% 0 16 100% 36	0% 0 100% 75	0% 0 100% 42 0% 0	0% 0 100% 39	100% 4	0% 0 100% 5 0% 0	0% 0 100% 0 0% 0	0% 0 0% 0 0% 0% 1 1 0 0 0% 0 0% 0 0%	
Naioo	Case Management Services Other	32 51% 7 11%	18 28% 0 0%	16 26% 0 0%	11 13% 9 10%	1 5% 1 5%	2 7% 0 0%	7 15% 1 2%	16 25% 2 3%	0 0% 0 9 15% 11	0% 1 12% 9	1% 2 13% 2	4% 0 4% 2	0% 3 3% 0	27% 1 0% 0	25% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 1 13%	
	Viral Loads Collaboration Care coordination Adherence	18 29% 0 0% 0 0%	19 30% 10 16% 0 0%	19 31% 10 16% 0 0%	33 38% 4 5% 5 6%	1 5% 0 0% 0 0%	1 3% 10 34% 2 7%	0 0% 8 17% 1 2%	1 2% 2 3% 9 14%	0 0% 0 2 3% 15 6 10% 11	0% 0 16% 7 12% 5	0% 0 10% 17 7% 4	0% 0 35% 12 8% 1	20% 6	0% 0 55% 1 0% 0	0% 0 25% 1 0% 0	0% 0 0% 0 0% 25% 4 57% 0 0% 0% 0 0% 0 0%	
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	Medications Eligibility Provider Services	0 0% 1 2% 1 2%	0 0% 4 6% 0 0%	0 0% 8 13% 0 0%	0 0% 20 23% 1 1%	5 23% 2 9% 5 23%	3 10% 1 3% 5 17%	3 10% 2 4% 15 31%	3 8% 1 2% 11 17%	6 10% 10 0 0% 1 17 27% 11	11% 12 1% 5 12% 10	17% 7 7% 2 14% 3	14% 16 4% 1 6% 1	2% 0	9% 0 0% 0 0% 1	0% 0 0% 0 25% 2	0% 1 14% 1 13% 0% 0 0% 0 0% 50% 2 29% 6 75%	
	Pharmacy Unpaid Claim Laboratory/X-ray	2 3% 0 0%	11 17% 0 0%	8 13% 0 0%	3 3% 0 0%	3 14% 1 5%	0 0% 0 0% 2 7%	0 0% 1 2%	0 0% 0 0%	0 0% 0 2 3% 1 1 2% 13	0% 0 1% 0 14% 11	0% 0 0% 0 16% 8	0% 0 0% 0 16% 23	0% 0	0% 0 0% 0 9% 1	0% 0 0% 0 25% 1	0% 0 0% 0 0% 0% 0 0% 0 0% 25% 0 0% 0 0%	
	Phone Call Follow-up Policy						2 7%	1 2%	3 5% 1 2%	3 5% 0 1 2% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0		0% 0 0% 0	0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
Physician	Out Dated Contact Total: Physician Services	63 100% 3 14%	64 100% 0 0%	61 100% 0 0%	86 100% 0 0%	22 100% 0 0%	29 100% 0 0%	1 2% 48 100% 0 0%	6 9% 65 100% 0 0%	6 10% 6 62 100% 91 0 0% 1	7% 0 100% 69 9% 0	0% 0 100% 49 0% 0	0% 1 100% 59 0% 0	0% 0 100% 11 0% 0	0% 0 100% 4 0% 0	0% 0 100% 4 0% 0	0% 0 0% 0 0% 100% 7 1 8 100% 0% 0 0% 0 0%	
	Viral Loads Other Case Management Services	6 27% 4 18% 6 27%	3 25% 0 0% 7 58%	11 61% 0 0% 2 11%	14 58% 1 4% 3 13%	2 11% 0 0% 0 0%	0 0% 0 0%	0 0% 2 12%	0 0% 3 12% 4 15%	0 0% 0 5 25% 0 0 0% 0	0% 1 0% 1 0% 0	9% 0 9% 3 0% 0	0% 1 23% 0 0% 0	17% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 4 40% 0% 0 0% 0 0%	
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	ER Hospital Services Pharmacy	0 0% 0 0% 1 5%	0 0% 0 0% 1 8%	0 0% 0 0% 1 6%	0 0% 0 0% 0 0%	4 21% 0 0% 3 16%	1 9% 0 0% 0 0%	0 0% 0 0% 0 0%	2 8% 0 0% 0 0%	2 10% 1 0 0% 0 0 0% 0	9% 1 0% 0 0% 0	9% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
	Collaboration Care coordination Unpaid Claim	0 0% 0 0%	1 8% 0 0%	3 17% 0 0%	2 8% 0 0%	1 5% 1 5%	4 36% 0 0%	2 12% 0 0%	4 15% 0 0%	0 0% 0 1 5% 0	0% 3 0% 0	27% 9 0% 0	69% 3 0% 0	50% 0 0% 0	0% 0 0% 0	0% 1 0% 0	50% 0 0% 0 0% 0% 0 0% 0 0% 50% 0 0% 0 0%	
	Provider Services Outdated Contact Member Survey	2 9%	0 0%	0 0%	0 0%	5 26%	3 27% 1 9%	1 6% 1 6% 3 18%	6 23% 1 4% 0 0%	2 10% 0 3 15% 1 0 0% 0	0% 2 9% 0 0% 0	18% 1 0% 0 0% 0	8% 0 0% 0 0% 0	0% 2 0% 0 0% 0 0% 0	50% 0 0% 0 0% 0	0% 1 0% 0 0% 0	50% 0 0% 2 20% 0% 0 0% 0 0% 0% 0 0% 0 0% 0% 0 0% 0 0%	
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	Adherence Total:	22 100%	12 100%	18 100%	24 100%	19 100%	11 100%	17 100%	3 12% 26 100%	3 15% 1 20 100% 11	9% 0 100% 11	0% 0 100% 13	0% 1 100% 6	0% 0 100% 4	0% 0 100% 0	0% 0 0% 2	0% 0 0% 0 0% 100% 613 0 10 100%	
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Member	Case Management Services Other Eligibility	17 52% 9 27%	20 67% 0 0%	5 38% 0 0%	5 22% 6 26%	1 3% 1 3%	0 0% 0 0%	0 0% 0 0%	0 0% 1 7%	0 0% 0 21 60% 11	0% 0 61% 16	0% 0 52% 18	0% 1 51% 10	32% 0	0% 1 0% 0 86% 7	6% 1 0% 4	6% 0 0% 0 0% 25% 8 25% 11 10% 60% 6 40% 10 10%	
	Eligibility Provider Services Adherence	1 3% 0 0% 0 0%	2 7% 0 0% 0 0%	0 0% 0 0% 0 0%	6 26% 1 4% 0 0%	14 44% 5 16% 6 19%	1 33% 1 33% 0 0%	0 0% 1 33% 0 0%	4 27% 1 7% 6 40%	3 14% 6 0 0% 0 6 17% 0	33% 12 0% 1 0% 1	39% 14 3% 1 3% 1	40% 16 3% 1 3% 1	3% 0 3% 0	86% 7 0% 0 0% 0	44% 11 0% 2 0% 1	09 70 0 19% 18 17% 13% 0 0% 2 2% 6% 3 9% 30 28%	
	Compliance Collaboration Care coordination ER	0 0% 4 12% 0 0%	0 0% 4 13% 0 0%	0 0% 4 31% 0 0%	2 9% 3 13% 0 0%	3 9% 0 0% 1 3%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	1 7% 0 0% 0 0%	0 0% 1 0 0% 0 0 0% 0	6% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 0 0% 0 0% 0	0% 1 0% 0	14% 3 0% 0 0% 0	19% 11 0% 0 0% 0	69% 2 6% 1 1% 0% 0 0% 13 12% 0% 0 0% 3 2%	
	Pharmacy Viral Loads	2 6% 0 0%	4 13% 0 0%	4 31% 0 0%	0 0% 0 0%	0 0% 1 3%	0 0% 0 0%	0 0%	0 0% 0 0%	1 3% 0 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 0 0% 0	0% 2 6% 0 0% 0% 0 0% 2 2%	
	Unpaid Claims Member Survey Out Dated Contact						1 33%	1 33% 1 33%	0 0%	2 6% 0 0 0% 0	0% 1 0% 0	3% 0 0% 0	0% 0% 0		0% 4 0% 0	25% 12 0% 0	75% 5 16% 4 4% 0% 1 3% 11 10% 2 6% 7 7%	
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ASO Worker	I otal: Other Adherence	33 100% 71 61% 0 0%	<u>30 100%</u> 0 0% 0 0%	13 100% 2 2% 0 0%	23 100% 4 11% 0 0%	32 100% 0 0% 14 29% 0 0%	3 100% 0 0% 5 19%	0 0%	0 0%	1 9% 1 0 0% 0	2% 5 0% 0	8% 0 0% 0	0% 0 0% 0 0% 0	0%	100% 16 0% 0 0% 0 0% 0	45 0% 2 0% 0	3% 0 0% 1 1% 0% 0 0% 0 0%	
	Ambulance/Transportation	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 9% 0	0%	<u> </u>	0	<u> </u>	9% 4	6% 1	2% 1 2% 0 0%	

	Case Management Services Compliance Policy	14 12% 0 0% 0 0%	9 6% 1 1% 9 6%	3 3% 0 0% 5 5%	2 6% 1 3% 3 8%	11 22% 18 37% 0 0%	9 35% 7 27% 0 0%	9 100% 0 0% 0 0%	16 100% 0 0% 0 0%	9 82% 0 0% 0 0%	39 93% 0 0% 0 0%	52 84% 0 0% 0 0%	46 90% 0 0% 0 0%	40 93% 0 0% 0 0%	40 89% 0 0% 0 0%	53 83% 3 0 0% 0 0%	37 58% 39 71% 0 0% 0 0% 0 0% 0 0%	84 58% 0 0% 0 0%
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	Adherence Case Management Services	23 15%	11 4%	2 3%	1 3%	1 13%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	1 69 0 0% 0 09	b 1 3% b 0 0%
	Physician Services Compliance Eligibility	4 3% 1 1% 8 5%	0 0% 0 0% 1 0%	0 0% 0 0% 1 1%	0 0% 0 0% 2 6%	0 0% 0 0% 1 13%	0 0% 0 0% 5 56%	0 0% 0 0% 11 37%	0 0% 1 1% 22 25%	0 0% 0 0% 6 32%	0 0% 0 0% 1 3%	0 0% 0 0% 5 11%	0 0% 0 0% 4 5%	0 0% 0 0% 2 4%	0 0% 0 0% 1 3%	0 0% 0 0% 1 4%	0 0% 0 0% 1 7% 0 0% 0 0% 1 6%	0 0% 0 0% 0 0% 0 4
	Family Planning Hospital Services 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% 1 13%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 1 1%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	5 0 0% 5 0 0% 5 0 0%			
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	Provider Services Mental Health Medication							4 13%	3 3%	0 0%	2 6%	0 0%	15 0%	2 0%	1 3% 3 8%	0 0% 1 4%	1 7% 0 0% 0 0% 0 0% 0 0% 1 6%	5 1 3% 5 0 0% 5 3 10%
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Eligibility Office	Eligibility Compliance Case Management Services	11 32% 0 0% 9 26%	35 38% 0 0% 28 30%	21 48% 0 0% 8 18%	23 64% 0 0% 6 17%	67 97% 2 3% 0 0%	17 100% 0 0% 0 0%	35 97% 0 0% 1 3%	62 98% 1 2% 0 0%	43 100% 0 0% 0 0%	30 97% 0 0% 0 0%	36 97% 0 0% 1 3%	27 100% 0 0% 0 0%	19 95% 0 0% 1 5%	12 100% 0 0% 0 0%	11 100% 0 0% 0 0%	3 100% 0 0% 0 0% 0 0% 0 0% 1 100%	11 92% 0 0% 0 0%
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	Adherence Policy Physician Services	0 0% 0 0% 0 0%	0 0% 1 8% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 1 20%	1 100% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 #REF!	0 0% 0 0% 0 0%	0 0% 0 0%	1 100% 0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 1 100% 0 0%	5 0 0% 5 0 0% 5 0 0%
	Case Management Services Collaboration Care coordination	2 15% 1 8%	1 8% 11 85%	1 4% 23 96%	0 0% 3 60%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	1 100% 0 0%	0 0% 0 0% 0 0% 0 0%	5 0 0% 5 0 0%
Physician	Medications Total: Other	13 100% 6 86%	13 100% 0 0%	24 100% 0 0%	5 100% 0 0%	1 100% 0 0%	1 100% 1 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 1 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 1 100% 0 0%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Collaboration Care coordinatio Pharmacy Viral Loads	0 0% 0 0% 0 0%	1 33% 1 33% 1 33%	4 80% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 #REF!	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 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 Case Management Services	0 0% 1 14%	0 0% 0 0%	0 0% 1 20%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	6 0 0% 6 0 0%
	Provider Services Introductory Call Total:	7 100%	3 100%	5 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1009 0 0% 0 0% 0 0% 1	5 0 0% 5 0 0% 0 0
Letter	Case Management Services	166 11% 44 77%	132 7% 20 54%	79 6% 23 61%	73 9% 26 65%	52 6% 3 10%	52 5%	38 3% 0 #REF!	36 2% 0 0%	21 1%	5 0%	19 1%	33 2%	24 1%	31 1% 0 0%	20 3% 1	16 2% 24 2%	5 13 1%
Members	Case Management Services ER Compliance	44 //%		23 01%	20 05%	3 10%	1 6%		0 0%	0 0%	0 0%	0 0%	1 0%	0 0%	1 5% 4 21%	0 0% 0 0% 2 14%	0 0% 0 0% 0 0% 0 0% 2 13% 0 0%	0 0% 0 0% 0 0% 0 0%
	Physician Services Other Hospital Services	0 0% 2 4% 1 2%	0 0% 0 0% 0 0%	0 0% 4 11% 0 0%	0 0% 4 10% 0 0%	0 0% 11 38% 0 0%	0 0% 3 19% 0 0%	0 #REF! 7 24% 0 0%	0 0% 25 81% 0 0%	0 0% 16 80% 0 0%	0 0% 0 0%	0 0% 14 78%	0 0% 14 74% 0 0%	0 0% 11 65% 0 0%	0 0% 9 47% 0 0%	0 0% 9 64% 0 0%	0 0% 0 0% 5 33% 10 45% 0 0% 0 0%	5 0 0% 5 12 92% 5 0 0%
	Viral Loads Eligibility	1 2% 2 4%	0 0% 0 0%	0 0% 3 8%	1 3% 0 0%	0 0% 6 21%	0 0% 1 6%	0 0% 2 7%	0 0% 2 6%	0 0% 1 5%	0 0% 0 0%	1 6% 2 11%	0 0% 4 21%	0 0% 2 12%	0 0% 2 11%	0 0% 1 7%	0 0% 0 0% 2 13% 6 27%	0 0% 0 1 8%
	Collaboration Care Coordination Medications Ambulance/Transportation	7 12% 0 0%	14 38% 1 3%	3 8% 1 3%	4 10% 0 0%	0 0%	1 6% 0 0%	0 0%	0 0% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 1 7% 0 0%	1 7% 0 0% 0 0% 0 0% 0 0% 0 0%	5 0 0% 5 0 0% 5 0 0%
	Pharmacy Unpaid Claim Provider Services	0 0% 0 0% 0 0%	1 3% 0 0% 1 3%	4 11% 0 0% 0 0%	4 10% 0 0% 1 3%	0 0% 2 7% 7 24%	0 0% 1 6% 8 50%	0 0% 0 0% 20 69%	0 0% 0 0% 2 6%	0 0% 0 0% 2 10%	0 0% 0 0%	0 0% 0 0% 1 6%	0 0% 0 0% 0 0%	0 0% 0 0% 3 18%	0 0% 3 16% 0 0%	0 0% 1 7% 0 0%	0 0% 0 0% 5 33% 4 18% 0 0% 2 9%	5 0 0% 5 0 0%
	Adherence Phone Call Follow Up					1 2478	1 6%	0 0%	1 3% 1 3%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	6 0 0% 6 0 0%
ASO Worker	Introductory Call Total: Eligibility	57 100% 0 0%	37 100% 0 0%	38 100% 3 21%	40 100% 3 30%	29 100% 0 0%	16 100% 0 0%	29 100% 0 0%	0 0% 31 100% 1 100%	1 5% 20 100% 0 0%	0 0% 0 0% 0 0%	0 0% 18 100% 0 0%	0 0% 19 100% 0 0%	0 0% 17 100% 0 0%	0 0% 19 100% 0 0%	0 0% 14 100% 0 0%	0 0% 0 0% 15 100% 22 1 0 0% 0 0%	0 0% 13 100% 0 0%
	Case Management Services Other Compliance	4 50% 2 25% 1 13%	1 50% 0 0% 0 0%	7 50% 1 7% 0 0%	3 30% 4 40% 0 0%	0 0% 0 0%	5 100% 0 0% 0 0%	1 100% 0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	2 100% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 1 100% 0 0% 0 0%	5 0 0% 5 0 0% 5 0 0%
	Collaboration Care Coordination Total:	1 13% 8 100%	1 50% 2 100%	<u>3 21%</u> 14 100%	0 0% 10 100%	0 0% 0 0%	0 0% 5 100%	0 0% 1 100%	0 0% 1 100%	0 0% 0 0%	0 0% 0 0%	0 0%	0 0% 0 0%	0 0%	0 0% 2 100%	0 0% 0 0%	0 0% 0 0% 0 0% 1 1 1	
Other	Other Compliacne Ambulance/Transportation	22 29% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 50%	1 50% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	0 0%	0 0%	3 60% 0 0%	3 60% 0 0%	2 40% 1 20% 0 0%	1 100% 0 0% 0 0%	1 100% 0 0% 0 0% 0 0% 0 0% 0 0%	5 0 0% 5 0 0% 5 0 0%
	Physician Services Case Management Services Family Planning	0 0% 17 22% 0 0%	0 0% 8 9% 0 0%	0 0% 4 20% 0 0%	0 0% 3 75% 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%	0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 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 Viral Loads	0 0% 2 3%	0 0% 1 1%	0 0% 3 15%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0%
	Provider Services Unpaid Claim Collaboration Care Coordination	1 1% 34 44%	0 0% 80 89%	1 5% 12 60%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	0 0% 1 20% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Eligibility Pharmacy	1 1% 0 0% 77 100%	0 0% 1 1% 90 100%	0 0% 0 0% 20 100%	0 0% 0 0% 4 100%	0 0% 0 0% 2 100%	1 50% 0 0% 2 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	2 40% 0 0%	2 40% 0 0%	1 20% 0 0% 5 100%	0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 1 100% 0 0%	
Eligibility Office	Case Management Services Eligibility	0	0	1 100%	1 25% 3 75%	0 0% 1 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0%	0 0%	0 0% 1 100%	0 0% 1 100%	0 0% 0 0%	0 0%	1 100 % 0 07 0 0% 0 0% 0 0% 0 0%	
Nurse	Total: Viral Loads Case Management Services	0 0 0% 0 0%	0 0 0% 0 0%	1 100% 1 33% 0 0%	4 100% 3 50% 1 17%	1 100% 2 100% 0 0%	0 0% 4 100% 0 0%	0 0% 1 50% 0 0%	0 0% 3 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	1 100% 0 0% 0 0%	1 100% 0 0% 0 0%	0 0% 0 0% 1 33%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Other Provider Services	0 0%	0 0%	2 67%	2 33%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 2 67%	0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0%
	Laboratory/X-Ray Collaboration Care Coordination Total:	1 100% 1 100%	0 0% 0 0%	0 0% 3 100%	0 0% 6 100%	0 0% 2 100%	0 0% 4 100%	1 50% 0 0% 2 100%	0 0% 0 0% 3 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	0 0% 0 0%	0 0% 0 0% 3 100%	0 0% 0 0%	0 0% 0 09 0 0% 0 09 0 0% 0 09	0 0% 0 0% 0 0%
Physician	Viral Loads Case Management Services Compliance	7 30% 0 0% 0 0	3 100% 0 0% 0 0	0 0% 1 33% 0 0	6 67% 2 22% 0 0	10 56% 0 0% 1 6%	22 88% 0 0% 0 0%	5 83% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	1 20% 0 0% 0 0%	7 100% 0 0% 0 0%	4 50% 0 0% 0 0%	1 100% 0 0% 0 0%	1 50% 0 0% 0 0%	4 80% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Policy Provider Services	0 0 0 0 0 0%	0 0 0 0 0 0%	0 0 0 0 0 0%	0 0 0 0 1 11%	1 6% 6 33% 0 0%	0 0% 3 12% 0 0%	0 0% 1 17% 0 0%	0 0% 0 0%	0 0% 1 100%	0 0% 4 80%	0 0% 0 0%	0 0% 3 37%	0 0% 0 0%	0 0% 1 50% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0% 1 100%	
	Eligibility Laboratory/X-Ray Other	16 70%	0 0%	2 67%	0 0%	0 0%	0 0%	0 0%	0 0% 1 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 1 13% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 1 20%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	5 0 0% 5 0 0% 5 0 0%
	Total:	23 100%	3 100%	3 100%	9 100%	18 100%	25 100%	6 100%	1 100%	1 100%	5 100%	7 100%	8 100%	1 100%	2 100%	5 100%	0 0% 1	0 0
Fax		21 1%	24 1%	34 3%	26 3%	5 1%	7 1%	6 0%	3 0%	5 0%	8 0%	8 0%	17 1%	6 0%	14 0%	17 2%	6 1% 6 0%	
Members	Case Management Services Viral Loads Unpaid Claim	5 100% 0 0%	2 67% 0 0%	4 80% 1 20%	2 67% 1 33%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 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% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 2 100% 0 0%
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ASO Worker	Other Viral Loads Case Management Services	0 0% 0 0% 1 100%	0 0% 0 0% 8 89%	0 0% 0 0% 7 88%	0 0% 1 25% 1 25%	1 25% 0 0% 2 50%	0 0% 0 0% 3 75%	0 0% 0 0% 2 50%	0 0% 0 0% 2 100%	1 50% 0 0% 0 0%	1 20% 0 0% 4 80%	2 40% 0 0% 3 60%	1 8% 0 0% 10 83%	0 0% 0 0% 4 80%	1 10% 0 0% 8 80%	0 0% 0 0% 15 94%	0 0% 0 0% 0 0% 0 0% 1 6% 1 25%	0 0% 0 0% 0 0% 0 0%
	Unpaid Claim Provider Services	0 0%	0 0%	0 0%	0 0% 2 50%	1 25% 0 0%	1 25% 0 0%	2 50%	0 0%	1 50%	0 0%	0 0%	1 8%	1 8%	1 10%	1 6%	1 6% 1 25% 1 25% 0 0% 1 25%	
_	Collaboration Care coordination Total:	1 100%	9 100%	8 100%	4 100%	4 100%	4 100%	<u> </u>	2 100%	2 100%	5 100%	5 100%	12 100%	5 100%	10 100%	0 0% 16 100%	0 0% 1 259 2 100% 4 1	0 0%
Other	Case Management Services Physician Services Family Planning	4 57% 0 0% 0 0%	3 60% 0 0% 0 0%	2 15% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	U 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Other Viral Loads	1 14% 2 29% 0 0%	0 0% 1 20% 1 20%	1 8% 9 69% 1 8%	0 0% 8 100% 0 0%	0 0% 0 0%	0 0% 0 0% 0 0%		0 0% 0 0%	2 100% 0 0%	1 50% 1 50%	0 0% 1 100%	0 0% 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%	
	Collaboration Care coordination Total:	7 100%	5 100%	1 8% 13 100%	0 0% 8 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 100%	0 0%	2 100%	2 100%	0 0% 1 100%	0 0%	0 0% 1 0%	0 0%	0 0%	0 0% 0 0%	
Eligibility Office	Case Management Services Eligibility Collaboration Care coordination	0 0% 0 0% 0 0%	0 0% 0 0% 1 100%	0 0% 0 0% 1 100%	1 100% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 1 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Total:	0 0%	1 100%	1 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%		
Nurse	Provider Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	0 100%	0 0%	0 0%	0 0% 0 0%	o 0%

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	Collaboration Care Laboratory/X-ray Viral Loads	3 75%	3 75%	5 100%	8 100%	0 0%	0 0%	1 100% 0 0%	0 0%	0 0% 0 0%	0 0	0%	0 0% 0 0%	0 0% 0 0%	0 0	0%	2 100% 0 0%
	Case Management Services Total:	1 25% 4 100%	1 25% 4 100%	0 0% 5 100%	0 0% 8 100%	0 0% 0 0%	0 0% 0 0%	0 0% 1 100%	0 0% 1 100%	0 0% 0 0%	0	0% 0%	0 0% 0 0%	0 0% 1 100%	0	0% 100%	0 0% 2 100%
Physician	Ambulance/Transportation Eligibility	0 0% 1 25%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0	0% 0%	0 0% 0 0%	2 100% 0 0%	0 0	100% 0%	0 0% 0 0%
	Laboratory/X-ray Other 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%	0 0%
	Viral Loads Total:	3 75% 4 100%	2 100% 2 100%	2 100% 2 100%	2 100% 2 100%	1 100% 1 100%	2 100% 2 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0	0% 0%	0 0% 0 0%	0 0% 2 100%	0	0% 100%	0 0% 0 0%
In Person		0	0	0	0	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%
Nurse	Physician 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%
	Total:	0	0	0	0		0 0			0/00/0%		0%	0 0%	0%		0%	I
OUTGOING Calls		2060 58% 1445 70%	2684 59% 1843 69%	2242 64% 1683 75%	2109 72% 1521 72%	2668 74% 2070 78%	2695 73% 2308 86%	2884 68% 2546 88%	4947 76% 4111 83%	4536 75% 3813 84%	4527 3693	71% 82%		4,296 66% 3,344 78%	4349 3451	68% 79%	2759 73% 2205 80%
Member	Compliance	228 33%	155 15%	59 7%	169 17%	417 25%	363 23%	156 10%	382 13%	318 12%	228	10%	196 9%	162 8%	261	13%	435 32%
	Case Management Services Adherence Other	404 20% 0 0% 3 0%	444 44% 276 27% 0 0%	401 45% 325 36% 2 0%	247 25% 378 38% 15 1%	134 8% 689 41% 32 2%	26 2% 815 53% 29 2%	15 1% 439 28% 51 3%	9 0% 1378 46% 68 2%	4 0% 895 33% 164 6%	1 789 204	0% 34% 9%	4 0% 692 31% 185 8%	9 0% 651 31% 119 6%	19 702 139	1% 35% 7%	7 1% 176 13% 67 5%
	Physician Services Eligibility	1 0% 9 1%	0 0% 23 2%	0 0% 30 3%	24 2% 50 5%	0 0% 187 11%	0 0% 88 6%	0 0% 97 6%	0 0% 234 8%	0 0% 123 5%	0 169	0% 7%	0 0% 164 7%	0 0% 176 8%	0 140	0% 7%	0 0% 115 9%
	Member Survey Family Planning Hospital Services	1 0%	0 0%	0 0%	0 0%	0 0%	0 0%	318 21% 1 0% 0 0%	1 0% 1 0% 0 0%	234 9% 0 0% 0 0%	276 0 0	12% 0% 0%	253 11% 0 0% 0 0%	257 12% 0 0% 0 0%	189 0 0	9% 0% 0%	194 14% 0 0% 0 0%
	Inpatient ER	0 0%	0 0%	0 0%	0 0%	70 4%	29 2%	29 2%	186 6%	326 12%	289	13%	663%29613%	53 3% 269 13%	33 184	2% 9%	26 2% 161 12%
	Viral Loads Medications Mental Health/Substance Abuse	4 1% 0 0% 0 0%	4 0% 0 0% 0 0%	11 1% 0 0% 0 0%	88 9% 0 0% 0 0%	19 1% 31 2% 0 0%	0 0% 13 1% 0 0%	1 0% 38 2% 0 0%	2 0% 41 1% 3 0%	0 0% 21 1% 1 0%	1 22 5	0% 1% 0%	1 0% 55 2% 8 0%	0 0% 34 2% 1 0%	0 46 4	0% 2% 0%	0 0% 22 2% 0 0%
	Ambluance/Transportation Laboratory/X-ray	0 0% 0 0%	8 1% 1 0%	4 0% 1 0%	4 0% 1 0%	5 0% 0 0%	2 0% 7 0%	3 0% 3 0%	3 0% 0 0%	2 0% 0 0%	2 9	0% 0%	13 1% 7 0%	17 1% 6 0%	12 11	1% 1%	2 0% 3 0%
	Provider Services Collaboration Care coordination Pharmacy	1 0% 1 0% 31 5%	3 0% 12 1% 78 8%	1 0% 9 1% 51 6%	0 0% 2 0% 19 2%	55 3% 7 0% 18 1%	19 1% 26 2% 11 1%	26 2% 16 1% 13 1%	24 1% 7 0% 8 0%	8 0% 2 0% 16 1%	5 2 4	0% 0% 0%	3 0% 3 0% 0 0%	13 1% 2 0% 1 0%	8 7 2	0% 0% 0%	1 0% 5 0% 1 0%
	Policy Unpaid Claim	0 0% 0 0%	5 0% 0 0%	6 1% 0 0%	6 1% 0 0%	1 0% 13 1%	0 0% 8 1%	0 0% 7 0%	0 0% 17 1%	0 0% 45 2%	0 49	0% 2%	0 0% 30 1%	0 0% 21 1%	0 22	0% 1%	0 0% 8 1%
	Introductory Call Outdated Contact Phone Call Follow-up						47 3% 35 2% 32 2%	129 8% 82 5% 122 8%	152 5% 304 10% 148 5%	186 7% 281 10% 64 2%	146 34 55	6% 1% 2%	118 5% 40 2% 108 5%	110 5% 70 3% 143 7%	125 27 79	6% 1% 4%	89 7% 26 2% 10 1%
ASO Worker	Total: Case Management Services	683 100% 139 62%	1009 100% 183 61%	900 100% 112 51%	1003 100% 56 43%	1678 100% 183 75%	1550 100% 340 72%	1546 100% 405 81%	2968 100% 461 70%	2690 100% 269 50%	2290 355	100% 54%	2242 100% 410 63%	2114 100% 444 66%	2010 539	100% 70%	1348 100% 416 89%
	Other Adherence Compliance	31 14% 0 0% 1 0%	0 0% 0 0% 4 1%	4 2% 0 0% 1 0%	2 2% 7 5% 2 2%	0 0% 9 4% 9 4%	0 0% 36 8% 46 10%	4 1% 37 7% 20 4%	7 1% 68 10% 45 7%	27 5% 94 17% 63 12%	17 88 80	3% 13% 12%	23 4% 58 9% 40 6%	18 3% 52 8% 42 6%	13 73 53	2% 9% 7%	1 0% 14 3% 11 2%
	Eligibilty Introductory Call	12 5%	32 11%	35 16%	24 19%	18 7%	9 2%	5 1% 2 0%	22 3% 4 1%	9 2% 11 2%	15 3	2% 0%	16 2% 0 0%	22 3% 1 0%	18 1	2% 0%	2 0% 3 1%
	Physician Services Viral Loads ER	0 0% 1 0% 0 0%	0 0% 5 2% 0 0%	0 0% 8 4% 0 0%	0 0% 11 9% 0 0%	0 0% 3 1% 10 4%	0 0% 1 0% 15 3%	0 0% 2 0% 5 1%	0 0% 0 0% 25 4%	0 0% 0 0% 48 9%	0 48	0% 0% 7%	0 0% 0 0% 56 9%	0 0% 53 8%	0 0 32	0% 0% 4%	0 0% 0 0% 2 0%
	Inpatient Laboratory/X-ray	0 0%	0.0%	00%	0 0%	0	0	0	0	0 0%	0	0%	2 0% 2 0% 0 0%	3 0% 1 0%	8 2	1% 0%	1 0% 0 0% 0 0%
	Family Planning Hospital Services 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% 7 1%	0 0% 0 0% 6 1%	0 0% 0 0% 0 0%	0 0	0% 0% 0%	0 0% 2 0%	0 0% 2 0%	0 0	0% 0% 0%	0 0% 2 0%
	Member Survey Mental Health / Substance Abuse Ambulance/Transportation	1 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 0%	1 0% 0 0% 2 0%	0 0% 0 0% 1 0%	0 0% 0 0% 1 0%	4 0	1% 0% 0%	1 0% 0 0% 4 1%	5 1% 0 0%	11 0 1	1% 0% 0%	1 0% 0 0% 2 0%
	Collaboration Care coordination Provider Services	17 8% 0 0%	40 13% 0 0%	35 16% 0 0%	21 16% 0 0%	3 1% 5 2%	7 1% 2 0%	1 0% 0 0%	3 0% 0 0%	1 0% 0 0%	36 0	5% 0%	34 5% 0 0%	11 2% 0 0%	7	1% 0%	5 1% 0 0%
	Pharmacy Unpaid Claim Policy	22 10% 0 0% 1 0%	34 11% 0 0% 4 1%	24 11% 0 0% 1 0%	6 5% 0 0% 0 0%	2 1% 2 1% 0 0%	1 0% 1 0% 0 0%	1 0% 1 0% 0 0%	0 0% 0 0% 0 0%	0 0% 2 0%	0 2 0	0% 0% 0%	0 0% 0 0%	0 0% 5 0% 0 0%	0 8 0	0% 1% 0%	1 0% 0 0% 0 0%
	Outdated Contact Medications						9 2% 1 0%	5 1% 1 0%	15 2% 1 0%	13 2% 0 0%	7 1	1% 0%	2 0% 4 1%	3 0% 5 1%	0 4	0% 1%	3 1% 1 0%
Other	Total: Case Management Services Other	225 100% 140 49% 55 19%	302 100% 98 32% 0 0%	220 100% 83 29% 1 0%	129 100% 38 26% 3 2%	244 100% 2 3% 9 13%	469 100% 8 6% 4 3%	499 100% 1 1% 12 6%	658 100% 0 0% 14 7%	538 100% 2 1% 69 18%	656 2 	100% 0% 23%	654 100% 4 1% 57 16%	670 100% 2 1% 75 24%	771 4 65	100% 1% 18%	465 100% 7 4% 40 20%
	Adherence Compliance	0 0% 4 1%	29 10% 15 5%	21 7% 5 2%	7 5% 2 1%	0 0% 0 0%	3 2% 3 2%	4 2% 0 0%	5 3% 16 8%	15 4% 24 6%	25 5	6% 1%	23 6% 7 2%	24 8% 1 0%	17 7	5% 2%	5 3% 10 5%
	Introductory Call Hospital Services Family Planning	3 1% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	1 1% 0 0% 0 0%	1 1% 0 0% 0 0%	2 1% 0 0% 0 0%	1 0 0	0% 0% 0%	2 1% 0 0% 0 0%	2 1% 0 0% 0 0%	1 0 0	0% 0% 0%	1 1% 0 0% 0 0%
	Member Survey Eligibilty	13 5%	6 2%	7 2%	6 4%	14 21%	25 19%	1 1% 20 10%	0 0% 31 16%	0 0% 16 4%	4 15	1% 4%	1 0% 12 3%	4 1% 12 4%	2 22	1% 6%	4 2% 6 3%
	ER Viral Loads Ambulance/Transportation	45 16% 0 0%	28 9% 3 1%	83 29% 3 1%	61 41% 2 1%	2 3% 0 0%	4 3% 5 4%	3 2% 2 1%	2 1% 1 1%	0 0% 0 0%	9 1	2% 0%	10 3% 0 0% 7 2%	4 1% 1 0% 20 6%	4 0 4	1% 0% 1%	2 1% 0 0% 2 1%
	Collaboration Care coordination Pharmacy	11 4% 8 3%	76 25% 36 12%	68 23% 11 4%	13 9% 12 8%	5 7% 11 16%	29 21% 22 16%	52 26% 36 18%	16 8% 42 21%	18 5% 142 38%	38 109	9% 26%	37 10% 62 17%	35 11% 37 12%	40 95	11% 27%	43 22% 29 15%
	Medications Policy MentalHealth/Substance Abuse	0 0% 1 0% 0 0%	0 0% 6 2% 2 1%	0 0% 7 2% 0 0%	0 0% 2 1% 0 0%	11 16% 0 0% 0 0%	4 3% 0 0% 0 0%	31 16% 2 1% 0 0%	32 16% 0 0% 0 0%	22 6% 0 0% 6 2%	0	5% 0% 0%	45 13% 0 0% 2 1%	22 7% 0 0% 1 0%	23 0 1	6% 0% 0%	12 6% 0 0% 0 0%
	Unpaid Claim Provider Services Laboratory/X-ray	0 0% 8 0%	0 0% 6 2%	0 0% 1 0%	0 0% 1 1%	1 1% 12 18%	8 6% 16 12%	9 5% 21 11% 0 0%	21 11% 8 4% 0 0%	43 11% 15 4%	62 28	15% 7% 0%	56 16% 21 6%	51 16% 18 6%	50 18	14% 5%	28 14% 10 5% 0 0%
	Outdated Contact Phone Call Follow-up						1 1% 1 1%	4 2% 1 1%	4 2% 4 2%	1 0% 1 0%	0	0% 0%	0 0% 4 1%	1 0% 3 1%	1	0% 0% 	1 1% 0 0%
Eligibility Office	Total: Eligibility Other	288 100% 16 15% 7 6%	305 100% 14 10% 0 0%	290 100% 20 16% 1 1%	147 100% 17 21% 1 1%	67 100% 16 89% 0 0%	135 100% 52 98% 0 0%	200 100% 108 95% 0 0%	197 100% 138 95% 0 0%	376 100% 104 94% 5 5%	414 129 1	100% 99% 1%	355 100% 165 96% 2 1%	313 100% 124 98% 1 1%	<u> </u>	100% 99% 1%	200 100% 34 81% 2 5%
	Case Management Services Medications	75 69%	82 61%	89 72%	61 74%	2 11%	0 0%	1 1% 2 2%	0 0% 1 1%	1 1% 0 0%	0 0	0% 0%	2 1% 0 0%	0 0% 1 1%	1 0	1% 0%	2 5% 0 0%
	Adherence Pharmacy Compliance	0 0% 2 2%	0 0%	0 0%	1 1% 0 0%	0 0%	0 0%	1 1% 1 1% 0 0%	1 1% 0 0% 2 1%	0 0% 1 1% 0 0%	0 0 0	0% 0% 0%	1 1% 1 1% 0 0%	0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	0 0% 0 0% 1 2%
	Unpaid Claims Hospital 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% 0 0%	0 0% 0 0%	0	0% 0%	0 0% 0 0%	1 0% 0 0%	0	0% 0%	1 2% 0 0%
	Collaboration Care coordination Policy Outdated Contact	8 7% 0 0%	35 26% 4 3%	13 10% 0 0%	2 2% 0 0%	0 0% 0 0%	1 2% 0 0%	1 1% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	2 5% 0 0% 0 0%
	Phone Call Follow-up Provider Services Total:	109 100%	135 100%	124 100%	82 100%	18 100%	53 100%	114 100%	2 1% 1 1% 145 100%	0 0% 0 0%	0 0	0% 0% 100%	0 0% 0 0%	0 0% 0 0% 127 100%	0 0 141	0% 0% 100%	0 0% 0 0% 42 100%
Nurse	Physician Services	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%
	Other Case Management Services	2 3% 36 54% 0 0%	0 0% 21 30% 0 0%	3 3% 31 33% 0 0%	3 4% 15 21% 0 0%	0 0% 0 0% 1 4%	0 0% 1 2% 4 7%	3 3% 23 22%	3 4% 23 28% 9 11%	13 23% 0 0%	8	6% 1% 12%	13 9% 2 1% 8 6%	6 6% 3 3%	4 0	3% 0% 4%	4 4% 14 14% 5 5%
	Adherence Compliance Policy	0 0% 0 0%	1 1% 0 0%	0 0% 0 0%	1 1% 1 1%	2 9% 0 0%	6 11% 0 0%	8 8% 0 0%	7 9% 0 0%	9 16% 0 0%	16 0	12% 0%	11 8% 0 0%	3 3% 0 0%	5 0	4% 3% 0%	6 6% 0 0%
	Member Survey Viral Loads Family Planning	25 37% 0 0%	22 32% 0 0%	36 38% 0 0%	44 60% 1 1%	4 17% 0 0%	7 12% 0 0%	1 1% 5 5% 0 0%	0 0% 6 7% 0 0%	0 0% 3 5% 0 0%	1 4 0	1% 3% 0%	0 0% 2 1% 0 0%	0 0% 0 0%	0 0	0% 0%	0 0% 0 0% 0 0%
	Outdated Contact Medications	0 0%	0 0%	0 0%	1 1%	9 39%	1 2%	3 3% 6 6%	8 10% 4 5%	1 2% 5 9%	1 14	1% 11%	0 0% 21 15%	0 0% 7 7%	0 14	0% 9%	0 0% 1 1%
	Eligibility Introductory Call Hospital Services	0 0% 0 0%	2 3% 0 0%	3 3% 0 0%	3 4% 0 0%	1 4% 0 0%	0 0%	0 0%	5 6% 0 0%	1 2% 0 0%	3	2%	5 4% 0 0%	0 0% 0 0%	0	0%	0 0% 0 0%
	Pharmacy Collaboration Care coordination	3 4% 0 0%	9 13% 13 19%	9 9% 13 14%	0 0% 4 5%	1 4% 0 0%	1 2% 13 23%	0 0% 25 24%	0 0% 1 1%	0 0% 5 9%	0 25	0% 19%	0 0% 29 21%	0 0% 46 45%	0 31	0% 20%	0 0% 52 53%
	Unpaid Claim Provider Services ER	0 0% 0 0%	0 0% 1 1%	0 0% 0 0%	0 0% 0 0%	1 4% 4 17%	0 0% 9 16% 1 2%	0 0% 18 17% 3 3%	0 0% 12 15% 1 1%	0 0% 5 9% 4 7%	3 20 4	2% 15% 3%	0 0% 15 11% 6 4%	0 0% 11 11% 2 2%	0 15 1	0% 10% 1%	0 0% 16 16% 1 1%
	Laboratory/X-ray Phone Call Follow-up	A7 (200)	00 4000	AF 1000	70 40001	23 100%	10 18% 4 7% 57 100%	4 4% <u>3 3%</u> 105 100%	0 0% 3 4% 82 100%	1 2% 0 0%	17 0	13% 0% 100%	25 18% 0 0% 137 100%	20 19% 0 0% 103 100%	77 0	50% 0% 100%	0 0% 0 0% 99 100%
Physician	Total: Viral Loads	67 100% 20 27%	69 100% 8 35%	95 100% 32 59%	73 100% 69 79%	9 23%	6 14%	2 2%	1 2%	0 0%	1	3%	0 0%	0 0%	0	0%	1 2%
	Provider Services Other Case Management Services	6 8% 11 15% 31 42%	0 0% 0 0% 11 48%	0 0% 3 6% 5 9%	2 2% 1 1% 4 5%	11 28% 0 0% 2 5%	10 23% 1 2% 0 0%	18 22% 1 1% 3 4%	13 21% 5 8% 3 5%	8 20% 3 7% 0 0%	6 2 0	16% 5% 0%	9 41% 1% 5% 0 0%	8 47% 2 5% 0 0%	8 2 0	40% 10% 0%	46 90% 0 0% 0 0%
	Adherence Member Survey	0 0%	0 0%	0 0%	8 9%	4 10%	6 14%	7 9% 6 7%	6 10% 0 0%	8 20% 0 0%	5 0	13% 0%	2 9% 0 0%	0 0% 0 0%	0 0	0% 0%	0 0% 0 0%
	Phone Call Follow-up Introductory Call Compliance	2 3%	1 4%	0 0%	0 0%	3 8%	3 7%	3 4% 3 4% 2 2%	2 3% 0 0% 9 15%	1 2% 0 0% 5 12%	0 0 5	0% 0% 13%	0 0% 0 0% 1 5%	0 0% 0 0% 0 0%	0 0 1	0% 0% 5%	0 0% 0 0% 0 0%
	Eligibility Medications	1 1% 0 0%	0 0% 0 0%	0 0% 0 0%	2 2% 0 0%	6 15% 3 8%	1 2% 1 2%	4 5% 13 16%	5 8% 3 5%	0 0% 1 2%	0	0% 11%	0 0% 5 23%	0 0% 2 12%	1 2	5% 5% 10%	0 0% 0 0%
	Pharmacy	2 3%	1 4%	2 4%	0 0%	1 3%	1 2%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%

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3531	80%	2829	76%	2170	59%	1860	72%
881	39%	784	34%	386	21%	118	7%
16 592	1%	8 789	0% 35%	0 560	0% 31%	53 412	3% 26%
33	1%	32	1%	123	7%	151	10%
0 65	3%	0 32	0% 1%	0 27	0% 1%	0 141	0% 9%
194 0		141 0	6% 0%	386 0	21% 0%	42 0	3% 0%
0 62		0 47	0% 2%	0 23	0% 1%	0 47	0% 3%
299 0		230 0	10% 0%	125 0	7% 0%	185 5	12% 0%
10 0	0% 0%	12 0	1% 0%	13 1	1% 0%	26 0	2% 0%
1	0% 0%	0	0% 0%	3 0	0% 0%	7 0	0% 0%
1	0%	2	0%	6	0%	6	0%
7 1	0%	10 1	0% 0%	2 1	0% 0%	6 2	0% 0%
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84 26	4% 1%	91 70	4% 3%	88 54	5% 3%	90 170	6% 11%
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756 2		308 1	100% 1%	168 1	1 1%	116 1	1 1%
13 6		3 1	2% 1%	18 1	13% 1%	18 1	17% 1%
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162	100%	158	100%	135	1	107	1
15 0	0%	4 1	50% 13%	2 0	33% 0%	3 0	100% 0%
1 0	0%	0 2	0% 25%	2 0	33% 0%	0 0	0% 0%
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0 9	3%	0 8	0% 11%	0 11	0% 44%	0 3	0% 43%
0 202		0 11	0% 14%	0 0	0% 0%	0 0	0% 0%
0 279	0%	0 76	0% 100%	0 25	0% 1	0 7	0% 1
0		0	0%	0	0%	1	0%
35 0	92%	3 0	43% 0%	0	0% 0%	38	0% 0%
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0	0%	0	0% 0%	0	0% 0%	1	0% 0%
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	Collaboration Care coordination ER Laboratory/X-ray Policy Outdated Contact Unpaid Claims	0 0%	2 9% 23 100%	12 22% 54 100%	1 1% 87 100%	0 0% 39 100%	5 11% 1 2% 5 11% 1 2% 2 5% 1 2% 44 100%	6 7% 3 4% 4 5% 0 0% 7 9% 0 0% 82 100%	1 2% 4 7% 0 0% 0 0% 8 13% 1 2% 61 100%	5 12% 4 10% 0 0% 1 2% 5 12% 41 100%	5 3 2 0 1 4 38	13% 8% 5% 0% 3% 11%	1 5% 1 5% 1 5% 0 0% 0 0% 1 5% 22 100%	5 0 0 0 0 0 0	29% 0% 0% 0% 0%	6 30% 0 0% 0 0% 0 0% 0 0% 0 0%	3 6% 0 0% 0 0% 0 0% 1 2% 51 100%	1 3% 0 0% 2 5% 0 0% 0 0% 0 0% 38 100%	3 43% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 7 100%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 0% 0 0% 0 0% 52 0
Email		464 23%	717 27%	370 17%	275 13%	398 15%	232 9%	226 8%	489 10%	391 9%	513	11%	572 13%	690	16%	551 13%	335 12%	407 15%	540 15%	4	493 19%
Member	Case Management Services Other Physician Services	31 72% 7 16% 1 2%	27 66% 0 0% 0 0%	6 29% 0 0% 0 0%	5 22% 1 4% 0 0%	2 6% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 2 14% 0 0%	0 0% 13 52% 0 0%	0 11 0	0% 41% 0%	0 0% 14 41% 0 0%	0 19 0	0% 44% 0%	1 6% 7 41% 0 0%	1 50% 0 0%	0 0% 1 8% 0 0%	0 0% 6 10% 0 0%	1 2% 8 14% 0 0%	1 2% 8 14% 0 0%
	Mental Health/Substance Abuse Eligibilty Introductory Call Member Survey	0 0% 1 2%	0 0% 1 2%	0 0% 2 10%	0 0% 6 26%	0 0% 7 19%	0 0% 2 25%	0 0% 1 25%	0 0% 8 57%	0 0% 3 12%	0 14	0% 52%	1 3% 9 26% 1 3% 1 3%	0 7 3 0	0% 16% 7% 0%	0 0% 3 18% 1 6% 0 0%	0 0% 1 50% 0 0% 0 0%	0 0% 2 15% 1 8% 0 0%	0 0% 2 3% 0 0% 1 2%	0 0% 0 0% 0 0% 9 16%	0 0% 0 0% 0 0% 9 16%
	Ambulance/Transportation Family Planning Pharmacy Provider Services	0 0% 0 0% 2 5% 1 2%	0 0% 0 0% 5 12% 1 2%	0 0% 0 0% 7 33% 0 0%	0 0% 0 0% 1 4% 1 4%	0 0% 0 0% 1 3% 3 8%	0 0% 0 0% 0 0% 2 25%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 1 7%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	1 3% 0 0% 0 0% 0 0%	4 0 0 3	9% 0% 0% 7%	1 6% 0 0% 0 0% 1 6%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	1 2% 0 0% 0 0% 0 0%	1 2% 0 0% 0 0% 1 2%	1 2% 0 0% 0 0% 1 2%
	Phone Call Follow-up Collaboration Care coordination Adherence Compliance	0 0% 0 0% 0 0%	5 12% 0 0% 1 2%	6 29% 0 0% 0 0%	1 4% 6 26% 2 9%	1 3% 7 19% 14 39%	1 13% 1 13% 0 0%	1 25% 0 0% 1 25% 1 25%	0 0% 0 0% 2 14% 0 0%	0 0% 0 0% 6 24% 1 4%	0 0 1	0% 0% 4% 0%	2 6% 0 0% 3 9% 0 0%	0 1 1	0% 2% 2% 2%	0 0% 1 6% 1 6% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 8 62%	0 0% 1 2% 20 34% 27 47%	0 0% 0 0% 19 34% 6 11%	0 0% 0 0% 19 34% 6 11%
	ER Unpaid Claim Policy Laboratory/X-ray	0 0 0 0 0 0%	0 0 0 0 1 2%	0 0 0 0 0 0%	0 0 0 0 0 0%	0 0% 1 3% 0 0%	0 0% 1 13% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 2 8% 0 0%	0 0 0	0% 0% 0%	0 0% 2 6% 0 0%	1 0 0	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%	3 5% 1 2% 0 0%	3 5% 1 2% 0 0%
	Out Dated Contact Medications Total	43 100%	41 100%	21 100%	23 100%	36 100%	1 13% 8 100%	0 0% 4 100%	0 0% <u>1 7%</u> <u>14</u> 100%	0 0% 0 0% 25 100%	0 1 27	0% 4% 100%	0 0% 0 0% 34 100%	3 43	0% 7% 100%	0 0% 1 6% 17 100%	0 0% 0 0% 2 100%	0 0% 1 8% 13 100%	0 0% 0 0% 58 100% 5	0 0% 5 9% 2 4% 56 1	0 0% 5 9% 2 4% 56 1
ASO Worker	Case Management Services Other Eligibility	28 19% 76 51% 6 4%	16 9% 0 0% 12 7%	3 3% 0 0% 6 6%	6 8% 0 0% 8 11%	40 28% 0 0% 1 1%	16 34% 0 0% 0 0%	7 88% 1 12% 0 0%	16 89% 1 6% 1 6%	10 83% 0 0% 2 17%	16 0 3	84% 0% 16%	17 85% 0 0% 2 10%	12 2 5	63% 11% 26%	22 81% 1 4% 4 15%	0 0% 0 0%	69 97% 0 0% 2 3%	11 92% 0 0% 0 0%	10 25% 0 0% 0 0%	10 25% 0 0% 0 0%
	Adherence Compliance Physician Services Family planning	0 0% 0 0% 0 0% 2 1%	0 0% 0 0% 0 0% 0 0%	0 0% 1 1% 0 0% 0 0%	18 25% 11 15% 0 0% 0 0%	46 32% 35 24% 0 0% 0 0%	16 34% 11 23% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	1 3% 0 0% 0 0% 0 0%	1 3% 0 0% 0 0% 0 0%
	ER EPSDT Services Collaboration Care coordination Pharmacy	0 0% 1 1% 30 20% 5 3%	0 0% 0 0% 115 68% 14 8%	0 0% 0 0% 83 81% 3 3%	0 0% 0 0% 20 28% 3 4%	15 10% 0 0% 3 2% 1 1%	0 0% 0 0% 2 4% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 8% 0 0%	0 0% 0 0% 26 65% 0 0%	0 0% 0 0% 26 65% 0 0%
	Ambulance/Transportation Policy Inpatient Unpaid Claims	0 0% 0 0%	1 1% 12 7%	0 0% 7 7%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0	0% 0%	1 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% 2 5%	0 0% 0 0% 2 5% 1 3%
Other	Viral load Provider Services Total	0 0% <u>148 100%</u> 59 35%	0 0% 170 100% 0 0%	0 0% 103 100% 0 0%	6 8% 72 100% 24 37%	3 2% 144 100% 8 47%	0 0% 2 4% 47 100% 0 0%	0 0% 0 0% 8 100% 0 0%	0 0% 0 0% 18 100% 52 66%	0 0% 0 0% 12 100% 11 52%	0 0 19	0% 0% 100% 42%	0 0% 0 0% 20 100% 46 38%	0 0 19	0% 0% 100%	0 0% 0 0% 27 100% 33 23%	0 0% 0 0% 4 100% 21 28%	0 0% 0 0% 71 100%	0 0% 0 0% 12 100% 4 25 23%	0 0% 0 0% 40 1 19 24%	0 0% 0 0% 40 1 19 24%
Uner	Other Case Management Services Physician Services Eligibility	35 21% 2 1% 7 4% 1 1%	10 3% 0 0% 1 0%	4 4% 0 0% 4 4%	5 8% 0 0% 4 6% 0 0%	1 6% 0 0% 3 18%	0 0% 0 0% 8 80%	0 0% 0 0% 10 67%	0 0% 0 0% 16 20%	0 0% 0 0% 4 19%	0 0 3	42 % 0% 0% 4%	0 0% 0 0% 14 12%	1 0 11	1% 0% 6%	1 1% 0 0% 12 9%	0 0% 0 0% 9 12%	0 0% 0 0% 6 7%	23 23% 0 0% 0 0% 11 10% 0 0%	0 0% 0 0% 5 6% 0 0%	0 0% 0 0% 5 6% 0 0%
	Family Planning Collaboration Care coordination Mental Health/Substance Abuse Medications	42 25%	0 0% 208 65%	0 0% 61 61%	22 34%	0 0% 2 12%	0 0% 0 0%	0 0% 2 13%	0 0% 8 10% 2 3%	0 0% 3 14% 0 0%	0 5 0	0% 6% 0%	0 0% 7 6% 6 5%	9 2	5%	4 3%	0 0% 13 17% 1 1%	0 0% 13 15% 3 3%	0 0% 27 25% 1 3 3%	0 0% 12 15% 1 1% 4 5%	0 0% 12 15% 1 1% 4 5%
	Pharmacy Policy Ambulance/Transportation Provider Services	20 12% 3 2% 0 0% 0 0%	21 7% 78 24% 1 0% 0 0%	6 6% 24 24% 1 1% 0 0%	2 3% 8 12% 0 0% 0 0%	2 12% 0 0% 0 0% 1 6%	0 0% 0 0% 0 0% 1 10%	1 7% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 1 1%	1 5% 0 0% 2 10% 0 0%	0 0 8 9	0% 0% 10% 11%	0 0% 0 0% 21 17% 17 14%	3 3 43 49	2% 2% 24% 27%	7 5% 0 0% 28 20% 29 21%	4 5% 0 0% 0 0% 19 25%	1 1% 0 0% 9 10% 16 18%	2 2% 0 0% 4 4% 12 11%	4 5% 1 1% 6 8% 12 15%	4 5% 1 1% 6 8% 12 15%
	Compliance Viral Loads Unpaid Claims ER	0 0% 0 0%	1 0% 1 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0% 1 10%	0 0% 0 0% 1 7%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0 21 0	0% 0% 27% 0%	0 0% 0 0% 10 8% 0 0%	0 0 21 0	0% 0% 12% 	0 0% 0 0% 16 11% 0 0%	1 1% 0 0% 7 9% 0 0%	0 0% 0 0% 22 25% 0 0%	0 0% 0 0% 24 22% 1 0 0%	0 0% 0 0% 15 19% 0 0%	0 0% 0 0% 15 19% 0 0%
Eligibility Office	Total Other Eligibility	169 100% 14 16% 25 29%	321 100% 0 0% 40 24%	100 100% 1 1% 30 25%	65 100% 0 0% 36 35%	17 100% 0 0% 189 98%	10 100% 0 0% 162 98%	15 100% 0 0% 198 99%	79 100% 0 0% 375 99%	21 100% 0 0% 331 100%	79 0 384	100% 0% 99%	121 100% 0 0% 393 99%	179 0 445	100% 0% 100%	141 100% 0 0% 365 100%	75 100% 0 0% 253 100%	88 100% 0 0% 234 100%	108 100% 7 0 0% 355 98% 31	79 1 1 0% 11 99% 3	79 1 1 0% 311 99%
	Case Management Services Adherence Compliance Family Planning	42 49% 0 0% 0 0% 0 0%	86 51% 0 0% 0 0% 0 0%	70 58% 0 0% 0 0% 0 0%	62 60% 0 0% 0 0% 0 0%	2 1% 1 1% 0 0% 0 0%	1 1% 0 0% 2 1% 0 0%	0 0% 0 0% 1 1% 0 0%	0 0% 0 0% 2 1% 0 0%	0 0% 0 0% 1 0% 0 0%	1 0 1 0	0% 0% 0%	0 0% 0 0% 2 1% 0 0%	2 0 0 0	0% 0% 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% 2 1% 0 0%	1 0% 0 0% 0 0% 0 0%	1 0% 0 0% 0 0% 0 0%
	Hospital Services Collaboration Care coordination Pharmacy Policy	0 0% 4 5% 1 1% 0 0%	0 0% 32 19% 0 0% 11 6%	0 0% 19 16% 0 0% 0 0%	0 0% 1 1% 0 0% 4 4%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 1 0	0% 0% 0%	0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	0 0% 0 0% 0 0%	0 0% 1 0% 0 0% 0 0%	0 0% 1 0% 0 0%	0 0% 5 1% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%
Nurse	Provider Services Unpaid Claims Total Case Management Services	0 0% 86 100% 5 56%	1 1% 170 100% 0 0%	0 0% <u>120 100%</u> 0 0%	103 100% 0 0%	0 0% <u>192 100%</u> 0 0%	0 0% <u>165 100%</u> 1 50%	0 0% <u>199 100%</u> 0 0%	0 0% 377 100% 0 0%	0 0% 332 100% 0 0%	0 1 388	0% 0% 100%	0 0% 0 0% 395 100% 1 50%	0 0 447	0% 0% 100%	0 0% 0% 366 100%	0 0% 0 0% 254 100% 0 0%	0 0% 0 0% 235 100% 0 0%	0 0% 0 0% 362 154% 31	0 0% 0 0% 13 1 3 0 0%	0 0% 0 0% 313 1
Nuise	Family Planning Other Collaboration Care coordination	0 0% 3 33% 1 11%	0 0% 0 0% 10 83%	0 0% 2 9% 20 91%	0 0% 0 0% 4 36%	0 0% 1 100% 0 0%	0 0% 0 0% 1 50%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 1 100% 0 0%	0 0 0	0% 0% 0%	0 0% 1 50% 0 0%	0 1 0	0% 100% 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 5 100%	0 0% 0 0% 5 100%
	Pharmacy Viral Loads Policy Total	0 0% 0 0% 0 0% 9 100%	1 8% 0 0% <u>1 8%</u> 12 100%	0 0% 0 0% 0 0% 22 100%	0 0% 7 64% 0 0% 11 100%	0 0% 0 0% 0 0% 1 100%	0 0% 0 0% 0 0% 2 100%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 1 100%	0 0 0 0	0% 0% 0% 0%	0 0% 0 0% 0 0% 2 100%	0 0 1	0% 0% 0% 100%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 5 1	0 0% 0 0% 0 0% 5 1
Physician	Other Physician Services Case Management Services Viral Load	4 44% 1 11% 3 33% 1 11%	0 0% 0 0% 1 33% 1 33%	4 100% 0 0% 0 0% 0 0%	1 100% 0 0% 0 0% 0 0%	0 0% 1 50% 0 0% 1 50%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0% 0%	0 0% 0 0% 0 0% 0 0%	1 0 0 0	100% 0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Introductory Call Pharmacy Total	0 0% 9 100%	1 33% 3 100%	0 0% 4 100%	0 0% 1 100%	0 0% 2 100%	0 0% 0 0%	0 0% 0 0%	1 100% 0 0% 1 100%	0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	0 0% 0 0% 0 0%	0 0 1	0% 0% 100%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0	0 0% 0 0% 0 0
Letter Member	Case Management Services	125 6% 62 81%	107 4% 36 75%	160 7% 56 58%	293 14% 83 59%	196 7% 12 7%	153 6% 2 1%	111 4% 1 1%	346 7% 0 0%	330 7% 0 0%	311 0	7% 0%	263 6% 1 0%	259 0	6% 0%	346 8% 0 0%	167 6% 0 0%	200 7% 0 0%	215 6% 0 0%	1 5 4%	134 5% 4 3%
	Other Viral Loads Adherence Medications	6 8% 0 0% 0 0%	0 0% 0 0% 0 0%	24 25% 2 2% 0 0%	2 1% 15 11% 12 9%	26 15% 1 1% 2 1%	5 3% 0 0% 6 4%	24 23% 0 0% 0 0% 2 2%	104 31% 0 0% 3 1% 0 0%	82 25% 0 0% 0 0% 1 0%	96 0 0 0	31% 0% 0%	101 39% 0 0% 1 0% 0 0%	98 0 0 0	38% 0% 0% 0%	104 31% 0 0% 3 1% 0 0%	101 63% 0 0% 2 1% 0 0%	146 76% 0 0% 4 2% 1 1%	108 50% 5 0 0% 3 1% 0 0%	59 45% 0 0% 3 2% 0 0%	56 42% 0 0% 1 1% 0 0%
	Outdated Contact Member Survey Compliance Family Planning	3 4% 0 0%	2 4% 0 0%	4 4% 0 0%	2 1% 0 0%	0 0% 0 0%	0 0% 0 0%	1 1% 1 1% 0 0% 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 0	0% 0% 0%	1 0% 0 0% 0 0%	3 2% 0 0% 17 11% 0 0%	0 0% 2 1% 6 3% 0 0%	1 0% 0 0% 7 3% 0 0%	0 0% 2 2% 2 2% 0 0%	0 0% 0 0% 0 0%
	Mental Health/ Substance Abuse Eligibility ER Hospital Services	0 0% 1 1% 0 0% 0 0%	0 0% 2 4% 0 0% 0 0%	0 0% 3 3% 0 0% 0 0%	0 0% 3 2% 0 0% 0 0%	0 0% 11 6% 80 47% 0 0%	0 0% 2 1% 36 25% 0 0%	0 0% 1 1% 0 0% 0 0%	0 0% 6 2% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	0 0% 1 0% 0 0% 0 0%	0 2 0	0% 1% 0%	0 0% 6 2% 0 0%	0 0% 2 1% 4 3% 0 0%	0 0% 1 1% 5 3%	0 0% 1 0% 0 0%	0 0% 0 0% 0 0%	1 1% 4 3% 0 0%
	Inpatient Policy Provider Services	0 0% 0 0%	0 0% 0 0%	0 0% 1 1% 1 1%	0 0% 18 13% 3 2%	1 1% 32 19%	0 0% 18 12%	0 0% 6 6%	0 0% 9 3%	0 0% 0 0%	0	0% 0%	0 0% 0 0%	0	0% 0%	0 0% 9 3%	1 1% 0 0% 0 0% 1 1%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 5 4%	0 0% 0 0% 7 5%
	Collaboration Care coordination Pharmacy Introductory Call Phone Call Follow-up	3 4% 2 3%	0 0% 8 17%	5 5%	3 2%	2 176 3 2%	0 0% 14 10% 1 1% 62 42% 146 100%	0 0% 0 0% 0 0% 70 66%	0 0% 1 0% 2 1% 212 63%	0 0% 1 0% 243 74%	0 1 211	0% 0% 0% 68%	2 1% 0 0% 155 59%	0 0 155	0% 0% 61%	1 0% 2 1% 212 63%	0 0% 2 1% 27 17%	0 0% 0 0% 1 1% 25 13% 191 100%	0 0% 0 0% 94 44% 5 214 100% 13	0 0% 1 1% 54 41%	0 0% 0 0% 60 45%
ASO Worker	Tota: Case Management Services Eligibility	77 100% 1 17% 0 0%	48 100% 2 20% 0 0%	96 100% 7 41% 1 6%	141 100% 9 56% 1 6%	170 100% 0 0% 0 0%	146 100% 1 100% 0 0%	106 100% 3 100% 0 0%	2 40% 1 20%	0 0% 0 0%	0	0%	261 100% 0 0% 0 0%	0	0% 0%	2 40% 1 20%	4 100% 0 0%	5 100% 0 0%	214 100% 13 0 0% 0 0%	1 50% 0 0%	0 0% 0 0%
	Other Collaboration Care coordination Total:	3 50% 2 33% 6 100%	0 0% 8 80% 10 100%	4 24% 5 29% 17 100%	1 6% 5 31% 16 100%	0 0% 0 0% 0 0%	0 0% 0 0% 1 100%	0 0% 0 0% 3 100%	2 40% 0 0% 5 100%	0 0% 0 0% 0 0%	0 0 1	0% 0% 100%	1 100% 0 0% 1 100%	0 0 0	0% 0% 0%	2 40% 0 0% 5 100%	0 0% 0 0% 4 100%	0 0% 0 0% 5 100%	0 0% 0 0% 0 0%	0 0% 1 50% 2 1	0 0% 0 0% 0 0
Other	Other Case Management Services Hospital Services Collaboration Care coordination	6 43% 6 43% 0 0% 1 7%	0 0% 0 0% 0 0% 5 63%	5 33% 3 20% 0 0% 4 27%	2 11% 3 17% 0 0% 2 11%	1 25% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	1 100% 0 0% 0 0% 0 0%	1 100% 0 0% 0 0%	3 100% 0 0% 0 0% 0 0%	1 0 0 0	100% 0% 0% 0%	1 100% 0 0% 0 0% 0 0%	4 0 0 0	100% 0% 0% 0%	1 100% 0 0% 0 0% 0 0%	2 100% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	1 100% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
	Eligibility Adherence Compliance Unpaid Claim	1 7% 0 0% 0 0% 0 0%	0 0% 1 13% 1 13% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 1 6% 0 0% 0 0%	0 0% 0 0% 0 0% 3 75%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	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 Office	Viral Loads Total: Case Management Services	0 0% 14 100% 7 41%	1 13% 8 100% 25 66%	<u>3 20%</u> <u>15 100%</u> 16 64%	10 56% 18 100% 7 64%	0 0% 4 100%	0 0% 0 0%	0 0% 1 100% 0 0%	0 0% 1 100%	0 0% 3 100% 0 0%	0	0% 100% 0%	0 0% 1 100% 0 0%	0 4 0	0% 100%	0 0% 1 100% 0 0%	0 0% 2 100%	0 0% 0 0%	0 0% 1 100%	0 0% 0 0 0 0%	0 0% 0 0 0 0%
_ *	Other Eligibility Collaboration Care coordination Policy	1 6% 5 29% 4 24% 0 0%	0 0% 2 5% 10 26% 1 3%	0 0% 4 16% 5 20% 0 0%	0 0% 4 36% 0 0% 0 0%	0 0% 2 100% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 1 100% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0 0	0% 0% 0%	0 0% 0 0% 0 0% 0 0%	0 0 0 0	0% 0% 0%	0 0% 1 100% 0 0% 0 0%	0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%
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	Collaboration Care Coordination																1 100%	1 25%	0 0% 0	0% 0 0%
	Hospital Services Viral Loads	0 0% 0 0%	0 0.00% 0 0.00%	0 0% 0 0%	0 0% 6 67%	0 0% 3 100%	0 0% 1 100%	0 0% 0 0%	0 0% 0 0%	0 0%	0 0	0% 0%	0 0% 0 0%	0 0%	0	0% 0%	0 0% 0 0%	0 0%	0 0% 0	0% 0 0% 0% 0 0%
	Laboratory/X-ray	0 070	0 0.0070	0 070	0 0770	5 100%	1 10070	0 070	0 070	6 6/8	0	070	0 070	0,0	Ŭ	070	0 0/0	3 75%	0 0% 0	0% 0 0%
	Medications	0 0%	0 0.00%	0 0%	1 11%	0 0% 0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0% 0 0%	0 0%	0 0% 0	0% 0 0%
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Physician	Viral Loads Case Management Services	3 30% 0 0%	2 67% 0 0%	1 25% 3 75%	83 85% 9 9%	15 88% 0 0%	5 100% 0 0%	1 100% 0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0% 0 0%	0 0%	0 0% 0	0% 0 0% 0% 0 0%
	Provider Services	1 10%	0 0%	0 0%	5 5%	1 6%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Other	5 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0	0%	0 0%	0 0%	1	100%	0 0%	0 0%	0 0% 0	0% 0 0%
	Laboratory/X-ray Eligibility	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	1 6% 0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0% 0 0%	0 0%	0 0% 0	0% 0 0% 0% 0 0%
	Collaboration Care coordination	1 10%	1 33%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Total:	10 100%	3 100%	4 100%	98 100%	17 100%	5 100%	1 100%	1 100%	0 0%	0	0%	0 0%	0 0%	1	100%	0 0%	0 0%	0 0% 0	0 0 0
Fax		26 1%	17 1%	29 1%	20 1%	4 <0%	2 0%	1 0%	1 0%	2 0%	2	0%	3 0%	1 0%	1	0%	52 2%	246 9%	106 3%	84 3%
Mombor	F 11 - 11 - 11 - 1	0	0	0	0	0	0 00/	0	0	0 08/	0	09/	0 00/	1 400%	0	0%	0.0%	0	0 0% 0	
Member	Eligibilty Other	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 50%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	1	0% 100%	0 0% 1 100%	1 100% 0 0%	0	0% 0%	0 0% 0 0%	0 0%	0 0% 0	0% 0 0%
	Case Management Services	1 100%	1 100%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Laboratory/X-ray																		1 0	0% 0 0% 4 100%
	Viral Loads Adherence								1 100%	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%	2 100%	0 0%	0 0%	0 0%	1 100%	0 0%	1	100%	1 100%	1 100%	0	0%	0 0%	0 0%	1 100% 0	0 4 100%
ASO Worker	Ambulance/Transportation																	3 1%	0 0% 0	0% 0 0%
	Case Management Services	0 0%	1 100%	1 100%	1 33%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0%	0 0%	0	0%	47 100%	238 98%	0 0% 0	0% 0 0%
	Eligibility Collaboration Care Coordination																	1 00/	1	100% 0 0%
	Other	0 0%	0 0%	0 0%	2 67%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Total:	0 0%	1 100%	1 100%	3 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0%	0 0%	0	0%	47 100%	242 100%	0 0% 1	1 0 0
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	1	0%	0 0%	0 0%	1 50% 0	0% 0 0%
	Collaboration Care coordination	0 0%	4 50%	2 15%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	1 100%	0 0% 0	0% 0 0%
	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Case Management Services	2 33%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Ambulance/Transportation Eligibility	0 0% 2 33%	0 0% 0 0%	0 0% 0 0%	1 20% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	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%	0 0% 0	0% 0 0%
	Laboratory/X-ray	4 470/	4 500/	44 05%	4 00%	0	1 50%	0	0 001	a a a a	2	0.97	2 201	0	<u>,</u>	0.1	0 001	0	1 50% 6	100% 0 0%
	Viral Loads Provider Services	1 17%	4 50%	11 85%	4 80%	0 0%	1 50% 1 50%	0 0% 0 0%	0 0% 0 0%	0 0%	0	0% 0%	0 0% 0 0%	0 0%	0	0%	0 0% 0 0%	0 0% 0 0%	0 0% 0	0% 0 0% 0% 0 0%
	Total:	6 100%	8 100%	13 100%	5 100%	0 0%	2 100%	1 100%	0 0%	0 0%	0	0%	0 0%	0 0%	1	0%	0 0%	1 100%	2 100% 6	1 0 0
Eligibility Office	Eligibilty	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	2 100%	1	100%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
5 7 -	Case Management Services	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	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%	0 0%	0 0%	0 0% 0	0% 0 0%
	Total:	1 100%	1 100%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	2 100%	1	100%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0 0 0
Nurse	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Case Management Services	1 13%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	2 40%	2 67%	0 0% 0	0% 0 0%
	Collaboration Care coordinatio Provider Services	0 0% 0 0%	1 100% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	0	0%	0 0% 0 0%	0 0%	0	0% 0%	3 60% 0 0%	0 0%	0 0% 0	0% 0 0% 0% 0 0%
	Laboratory/X-ray										, i i i i i i i i i i i i i i i i i i i	•			· ·	•		1 33%	103 100% 28	100% 0 0%
	Policy	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Eligibility Viral Loads	1 13% 6 75%	0 0% 4 100%	0 0% 10 91%	0 0% 7 88%	0 0%	0 0%	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:	8 100%	4 100%	11 100%	8 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0 0%	0	0%	5 100%	3 100%	103 100% 28	
Dhunisian				0 004	0 00/	0 00/			0 001					0 00		00/	0 0%	0 001	0 000	00/ 0 00/
Physician	Physician Services Viral Loads	0 0% 7 70%	0 0% 2 100%	0 0% 3 75%	0 0% 2 100%	0 0% 1 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0	0%	0 0% 0 0%	0 0% 0 0%	U 0	0%	0 0% 0 0%	U U% O N%	U U% O O 0% O	0% 0 0% 0% 79 99%
	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%	0 0%	0 0%	0 0% 0	0% 0 0%
	Eligibility	1 10%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	1 100%	0 0%	0	0%	0 0%	0 0%	0 0% 0	0% 0 0%
	Other Total	<u> </u>	0 0% 2 100%	1 25% 4 100%	0 0% 2 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%	0% 0%	0	0%	0 0%	0 0%		
	1.0m.	10 10070	2 10070	₩ UUU/U	2 10070	1 10070	5 0/0	0 070	0 0/0	U /0	U	0.0	1 100 /0	- 0 /0	0	0.0	0/0/0			
TOTAL CON	TACTS:	3532 100%	4528 100%	3494 100%	2910 100%	3587 100%	3679 100%	4211 100%	6552 100%	6059 100%	6408	100%	6383 100%	6509 100%	6356	100%	3757 100%	5204 100%	4438 100% 5071	100% 3478 100%
																	-			

Attachment N Nurse Coordinator Complaint Log Demonstration Year 21

Complaint	Date Contacted	Message Type	Туре	Contacted Note	Resolution	Date of Resolution
92314	7 /24/2023	Member	Call	Member called and left a message on the Nurse Coordinator's voicemail. He reports that he called his primary care office to make an appointment because he would like to see his doctor as he is having some health concerns. The member reported that the office staff he spoke with told him he will be seeing a nurse for his annual wellness visit. Member stated that he didn't want a wellness visit, he wanted to see his doctor. Member reports that the office staff ended up hanging up on him. The member states he called back and was transferred to the office manager.	The Nurse Coordinator called the member back to gather more information and follow up on the voicemail he left. The member did not return the Nurse Coordinator's call.	24-Jul-2
92303	7 /20/2023	Member	Call	Member called to report a complaint about Non Emergency Transportation (NET) services. The member states when the driver picked him up, they had a pot pipe in their hand. The driver also told the member that all drivers are on camera. The member feels that both a pot pipe and being recorded without permission is illegal. Member noted that he has already called the broker and made an official complaint with them. He states that he felt the call was taken seriously by the broker. Member wanted to be sure someone within MaineCare also knew about the situation. The Nurse Coordinator assured the member that she would discuss the situation with the Special Benefit Waiver Program Manager. The Nurse Coordinator also told the member that he did the right thing by initially filing the formal complaint directly with the broker.	The Program Manager called the member back to let him know that	20-Jul-2
93018	9 /25/2023	Member	Call	Member called to report frustrations with Non Emergency Transportation (NET) broker. The member states they have consistently either not picked him for an appointment, and/or not returned to pick him up after his appointments. He states that just last week they brought him to an appointment but never returned to take him back home. The next day, they called and stated that they were at his provider's office to pick him up and wanted to know where he was; so they mixed up the date and time to pick him up. The member states that he has tried to complain directly to the broker but the issue is still unresolved. The member would like to have someone from MaineCare reach out to him or provide him with a number to call to place his formal complaint. I told him I would discuss this with the Special Benefit Waiver Program Manager. He is having to use his limited income to use Uber and that is not sustainable as he needs most of his income for housing. The member also wanted to know if there was any way to get reimbursement for his rides for Uber. The Nurse Coordinator let the member know she would see if his CM could help. He states again, CM is "useless", but if I could still find out, that would be great. He apologized for the long rant and just asked if I would keep him in the loop. I told him I absolutely would.	member should call MaineCare Member Services directly to file a formal complaint. The Nurse Coordinator called the member back and provided member with the phone number to MaineCare Member Services. The Nurse Coordinator also called the members targeted case manager to inquire about the possibility of their agency reimbursing the member for	25-Sep-2
93736	12/5 /2023	Member	Call	The same member as above called to voice additional/new concerns regarding his rides and NET broker. The member reports that the broker cancelled the two rides he had scheduled for today. The member did call MaineCare Member Services about his concerns. The member reports he was transferred a few times and the last representative transferred him directly to the broker. The members states it is difficult to complain to the company you are upset with. The member states that he was told by the broker that his rides were not scheduled 48 hours in advance. The member reports that he did try to do this on the weekend, but was unable to schedule the rides since the broker isn't open. The member stated that he thinks the NET representatives are rude and arrogant. The Nurse Coordinator confirmed the two business day scheduling rule. By the end of the conversation, the member had calmed down. He really just wants to know whom he can speak with or email to discuss his frustration. The Nurse Coordinator let the member know she would discuss his concerns with the internal team and provided the direct contact numbers to the OMS NET unit.	The Nurse Coordinator provided member with the direct phone numbers to OMS NET team so he could call and discuss his concerns. The Nurse Coordinator and Program Manager followed up with the NET team to ensure they connected with member and responded to his concerns.	05-Dec-2
93790	12/8 /2023	Member	Email	Member sent an email to the Nurse Coordinator stating he had been refused targeted case management services. The member reports that the case manager he initially spoke with said the agency would re-open his case as he was a returning client (he had moved out of state for a few years to do ministry work). The member was later told he would have to reapply for case management services. He was told that due to a wait list, it would take a few weeks for his intake to be completed. The member reports this was months ago and he still doesn't have a case manager. The member feels that the case management agency is discriminating against him due to his ministries views on homosexuality and transgenderism.	The Nurse Coordinator emailed member back. The Nurse let the member know that the agency in question did have multiple staff vacancies and just hired 3-4 new case managers. This should soon help with their waitlist. The Nurse Coordinator offered to reach out to the agencies supervisor and ask that they contact the member. The Nurse also asked the member if he would like a referral to a new agency. The Nurse offered to advocate for the member either way.	08-Dec-2

Special Benefits Waiver: Annual Reports For Demonstration Year 21 Attachment H: Number of Distinct MaineCare ID's and Claims For Womens HealthCare Data Source: MMDSS- MMIS Paid Claims Header, Pulled Via Service Start Date (07/01/2002 to 12/31/2023)

		Demonstra	ation Year 14					Demonstratio	n Year 15					Demonstratio	n Year 16			
	Demonstrati	on Enrollees		Medicaid Me	mbers		Demonstrati	on Enrollees		Medicaid Me	mbers		Demonstrati	on Enrollees		Medicaid Me	mbers	
Distinct Women 18 years and Over		57			108			72			126			75			128	
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	25	44%	52	42	39%	71	24	33%	52	35	28%	51	16	21%	25	31	24%	54
Mammography**	20	35%	42	28	26%	68	13	18%	25	18	14%	38	15	20%	28	33	26%	77

		Demonstra	ation Year 14					Demonstratio	n Year 15					Demonstratio	n Year 16			
	Demonstratio	on Enrollees		Medicaid Me	mbers		Demonstratio	on Enrollees		Medicaid Me	nbers		Demonstratio	on Enrollees		Medicaid Men	nbers	
Distinct Women 40 years and Over		45			81			50			91			55			95	
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	20	44%	42	28	35%	68	13	26%	25	18	20%	38	15	27%	28	32	34%	75

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members enrolled in and claims paid by other Waivers. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.

	Dem	nonstratior	n Year 17					Demonstrati	on Year 18					Demonstrati	on Year 19					Demonstratio	on Year 20					Demonstration	n Year 21
Demonstra	ation E	nrollees		Medicaid Me	mbers		Demonstra	tion Enrollees		Medicaid Me	mbers		Demonstrati	ion Enrollees		Medicaid Men	nbers		Demonstrati	on Enrollees		Medicaid Me	embers		Demonstratio	on Enrollees	
		70			151			50			157			50			158			44			166			48	
Users	Us	sers (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
1	12	17%	21	34	23%	69)	7 14%	12	26	17%	52	6	12%	7	25	16%	39	6	14%	8	27	' 16%	40	7	15%	13
1	11	16%	37	26	17%	53	6	7 14%	13	27	17%	40) 7	14%	18	25	16%	66	7	16%	14	30	18%	63	7	15%	13

	Demonstratio	on Year 17					Demonstrati	on Year 18					Demonstrati	on Year 19					Demonstratio	on Year 20					Demonstratio	on Year 21
Demonstrat	tion Enrollees		Medicaid Me	mbers		Demonstrati	ion Enrollees		Medicaid Me	mbers		Demonstrati	on Enrollees		Medicaid Me	mbers		Demonstrati	on Enrollees	N	Medicaid Me	embers		Demonstratio	on Enrollees	
	51			95			40			115			43			116			38			118			41	
Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
1	1 22%	37	' 9	9%	18	3 7	18%	13	25	22%	51	7	16%	18	24	21%	56	8	21%	30	36	31%	57	7	17%	13

Medicaid Me	mbers	
	177	
Users	Users (%)	Claims
42	24%	65
36	20%	84

Medicaid Me	mbers	
	124	
Users	Users (%)	Claims
35	28%	76

Special Benefits Project: Annual Reports For DY21

Attachment K: Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Claims and Users Data Source: MMDSS- MMIS Paid Claims Header, Paid Claim Line, Pulled Via Service Start Date (07/01/2002 to 12/31/2020)

		Demonst	ration Year 14				Demonstrati	on Year 15					Demonstrati	on Year 16					Demonstrati	on Year 17		
	Demonstrati	on Enrollees	N	Aedicaid Me	mbers*		Demonstrati	on Enrollees		Medicaid Me	mbers*		Demonstrati	on Enrollees		Medicaid Me	embers*		Demonstrati	on Enrollees		Medicaid Me
Distinct Members		536			388			547			389			541			390			511		
Name	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users
Emergency Room Visits	198	36.94%	447	178	45.88%	477	191	30.46%	422	170	43.81%	397	156	28.84%	303	159	40.98%	412	125	24.70%	301	221
Physician Visits	454	84.70%	3,393	308	79.38%	2,890	452	82.63%	3,030	366	94.33%	3,393	8 459	84.84%	3,057	361	93.04%	3,273	409	80.83%	2,294	504
General Inpatient Services	55	10.26%	116	56	14.43%	96	74	11.80%	131	72	18.56%	118	3 43	7.95%	95	58	14.95%	114	55	10.87%	91	84
Inpatient Behavioral Health Services	1	0.19%	1	3	0.77%	5	0	0.00%	0	1	0.26%	3	3			1	0.26%	1				1

^{*} Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members enrolled in and claims paid by other Waivers. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.

		Demonstratio	on Year 18					Demonstratio	on Year 19					Demonstratio	on Year 20					Demonstrati	on Year 21				
mbers*		Demonstratio	on Enrollees		Medicaid Me	mbers*		Demonstratio	on Enrollees		Medicaid Me	mbers*		Demonstratio	on Enrollees		Medicaid Mer	mbers*		Demonstrati	on Enrollees		Medicaid Me	mbers*	
546			365			571			332			599			305			640			324			668	
Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
41.00%	570	92	25.34%	195	198	35.29%	570	75	22.59%	143	210	35.06%	493	69	22.62%	141	236	36.88%	607	79	24.38%	143	243	36.38%	493
93.51%	3,680	293	80.72%	1,478	517	92.16%	3,680	268	80.72%	1,701	562	93.82%	3,697	245	80.33%	1,591	587	91.72%	3,828	255	78.70%	1,449	613	91.77%	4,144
15.58%	149	29	7.99%	60	54	9.63%	119	25	7.53%	42	74	12.35%	147	16	5.25%	30	77	12.03%	181	30	9.26%	48	63	9.43%	102
19.00%	1	2	0.55%	4	2	0.36%	2	0	0.00%	0	1	0.17%	8	0	0.00%	0	1	0.16%	44	1	0.31%	1	0	0.00%	0

Special Benefits Project: Annual Reports For Demonstration Year 21 Attachment L: Deceased

	DY14	DY15	DY16	DY17	DY18	DY19	DY20
Demonstration Enrollees	3	13	4	11	4	5	6
Medicaid Members	9	10	8	10	12	10	14
Total	12	23	12	21	16	15	20

DY20	DY21
6	7
14	9
20	16

Special Benefits Project: Annual Reports For Demonstration Year 21 Attachment M: Disenrollment Tracking for Demonstration Group

Summary	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14	DY15	DY16
Deceased	3	3	3	4	3	6	2	4	8	4	10	8	6	3	15	4
Moved to Full MaineCare	8	14	7	24	12	13	16	17	17	16	11	7	10	19	27	18
Re-enrolled in 5B	3	2	3	3	8	21	17	9	25	11	26	12	13	19	21	29
Moved out of state*	1	1	3	5	14	15	5	5	0	0	0	0	0	0	0	0
Not enrolled in MaineCare	5	15	9	10	11	28	30	41	39	48	78	65	70	66	82	61
Total	20	35	25	46	48	83	70	76	89	79	125	92	99	107	145	112

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

DY17	DY18	DY19	DY20	DY21
11	4	5	6	7
141	44	20	9	15
30	3	0	1	1
0	0	0	0	15
74	26	24	13	25
256	77	49	29	63

Top 10 Diagnosis Codes for Hospitalization-Demonstration Enrollees

Code	Description	Claims	Clients
J9621	Acute and chronic respiratory failure with hypoxia	3	2
N179	Acute kidney failure, unspecified	3	3
B20	Human immunodeficiency virus [HIV] disease	2	2
D509	Iron deficiency anemia, unspecified	2	2
I472	Ventricular tachycardia	2	1
J189	Pneumonia, unspec organism	2	2
A4151	Sepsis due to Escherichia coli [E. coli]	1	1
A419	Sepsis, unspecified organism	1	1
A5219	Other symptomatic neurosyphilis	1	1
C3411	Malignant neoplasm of upper lobe, right bronchus or lung	1	1

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

Code	Description	Claims	Clients
A419	Sepsis, unspecified organism	9	8
N179	Acute kidney failure, unspecified	4	4
F10239	Alcohol dependence with withdrawal, unspecified	4	3
B20	Human immunodeficiency virus [HIV] disease	3	3
J441	Chronic obstructive pulmonary disease with (acute) exacerbation	3	3
U071	COVID-19	3	3
E871	Hypo-osmolality and hyponatremia	3	2
I2699	Other pulmonary embolism without acute cor pulmonale	2	2
O6014X0	Preterm labor 3rd trimester w preterm del 3rd trimester, N/A or unspec	2	2
A4102	Sepsis due to Methicillin resistant Staphylococcus aureus	2	1

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

Special Benefits Project: Annual Reports Demonstration Year 21 Attachment G: Number of Distinct MaineCare ID's and Claims with Opportunistic Infection Diagnosis

Data Source: MMDSS- MMIS Paid Claims Header, Pulled Via Service Start Date (07/01/2002 to 12/31/2023)

	Demonstra	4' V 4	D		- 0		A	Demonstr		Demonster		Demonstrati		Democratic	¥ 7	Demonstration Versio		D		Demonstration View 40		Demonstration	
	Demonstra	tion Year 1	Dem	nonstration Yea	r 2	De	emonstration Year 3	Demonstr	ation Year 4	Demonstrat	tion Year 5	Demonstratio	on Year 6	Demonstration	rear /	Demonstration Year 8		Demonstrat	on Year 9	Demonstration Year 10		Demonstration Y	ear 12
	Demonstration Enrollees	Medicaid Members	Demonstration En	nrollees Med	licaid Members	Demonstration	Enrollees Medicaid Memb	ers Demonstration Enrollee	s 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
Distinct Members	133	288	158		336	20	3 344	298	338	344	326	349	318	353	325	400	383	475	395	5 502	359	525	375
Infection	Users Users (%) Clair	ns Users Users (%) Claims	Users Users (%)	Claims Use	rs Users (%) Claims	s Users Users (%)) Claims Users Users (%	Claims Users Users (%) Cl	aims Users Users (%) Cla	ims Users Users (%) Clain	ns Users Users (%) Claim	s Users Users (%) Clain	ns Users Users (%) Claim	s Users Users (%) Claims	Users Users (%) Claims	Users Users (%) Claims	Users Users (%) Claims	S Users Users (%)	Claims Users Users	(%) Claims Users Users (%) Claims	Users Users (%) Cla	aims Users Users (%) Cl	aims Users Users (%) Claims
Actinomycosis	0 0.00%	0 0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 1 0.19%	2 1 0.27% 1
Burkitt's Lymphomas	0 0.00%	0 0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 1 0.29%	19 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 1 0.29%	11 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0.00%	0 2 0.43%	4 1 0.	25% 129 3 0.60% 5	1 1 0.28%	25 3 0.57%	13 1 0.27% 16
Candidiasis	6 4.51%	12 42 14.58% 86	10 6.33%	25 4	46 13.69% 103	3 7 3.45%	6 9 40 11.63%	70 6 2.01%	14 24 7.10%	52 8 2.33%	13 26 7.98% 4	9 7 2.01%	8 23 7.23% 4	7 2 0.57%	3 6 1.85% 14	4 8 2.00% 1	15 22 5.74%	40 3 0.64%	5 3 0.	76% 12 7 1.40%	8 6 1.67%	12 3 0.57%	5 10 2.67% 18
Coccidiomycosis	0 0.00%	0 0 0.00% 0	0 0.00%	0	0 0.00% 0	0 1 0.49%	6 1 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 1 0.31%	5 0 0.00%	0 1 0.31% 1	0 0.00%	0 1 0.26%	2 0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0 0.00%	0 0.00% 0
Coccidiosis	0 0.00%	0 0 0.00% 0	0 0.00%	0	1 0.30% 1	1 0 0.00%	6 0 1 0.29%	3 0 0.00%	0 1 0.30%	4 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00% 0
Cryptococosis	0 0.00%	0 0.00% 0	0 0.00%	0	1 0.30% 14	4 0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 1 0.31% 3	1 0 0.00%	0 1 0.31%	1 0 0.00%	0 2 0.62% 22	2 0 0.00%	0 2 0.52%	10 0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0.00%	0 0.00% 0
Cryptosporidiosis	0 0.00%	0 0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0 0.00%	0 0.00% 0
Cytomegalovirus	1 0.75%	5 2 0.69% 6	1 0.63%	10	2 0.60% 13	3 1 0.49%	6 3 4 1.16%	9 2 0.67%	12 7 2.07%	23 1 0.29%	3 4 1.23% 1	1 2 0.57%	4 5 1.57% 1	0 1 0.28%	6 2 0.62% 13	3 1 0.25%	5 2 0.52%	7 1 0.21%	10 3 0.	76% 14 1 0.20%	3 2 0.56%	3 0 0.00%	2 0.53% 5
Encephalopothy																							
Herpes Zoster and Simplex	1 0.75%	1 16 5.56% 22	8 5.06%	22 2	24 7.14% 66	6 14 6.90%	6 26 22 6.40%	47 14 4.70%	33 16 4.73%	33 11 3.20%	15 15 4.60% 2	1 7 2.01%	12 14 4.40% 2	8 2.27%	12 5 1.54% 6	6 12 3.00% 1	18 10 2.61%	18 11 2.34%	58 12 3.	05% 25 5 1.00% 1	2 4 1.11%	6 9 1.71%	20 9 2.40% 16
Histoplasmosis	0 0.00%	0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 1 0.29%	3 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00% 0
Kaposi's Sarcoma	0 0.00%	0 2 0.69% 2	1 0.63%	3	2 0.60% 5	5 1 0.49%	6 19 3 0.87%	8 0 0.00%	0 4 1.18%	60 0 0.00%	0 4 1.23% 2	4 0 0.00%	0 2 0.63%	7 0 0.00%	0 2 0.62% 2	2 0 0.00%	0 2 0.52%	2 2 0.43%	4 0 0.	00% 0 1 0.20% 1	0 0.00%	0 1 0.19%	5 2 0.53% 32
Lymphoma																							
Mycobacterium Avium Complex	3 2.26%	4 2 0.69% 10	0 0.00%	0	3 0.89% 24	1 0.49%	6 1 4 1.16%	9 1 0.34%	3 3 0.89%	11 0 0.00%	0 3 0.92% 2	5 1 0.29%	2 7 2.20% 20	02 0 0.00%	0 1 0.31% 54	1 0.25%	4 2 0.52%	157 0 0.00%	0 1 0.	25% 7 0 0.00%	0 1 0.28%	1 0 0.00%	1 0.27% 2
Opportunistic Mycosis	0 0.00%	0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0.00%	0 0.00% 0
Oral Hairy Leukoplakia	0 0.00%	0 1 0.35% 1	0 0.00%	0	1 0.30% 1	1 0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 1 0.29%	1 1 0.31%	1 0 0.00%	0 0 0.00% 0	0 0.00%	0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0.00%	0 0.00% 0
Other lymphomas	3 2.26%	4 6 2.08% 100	4 2.53%	28	11 3.27% 50	0 1 0.49%	6 4 5 1.45%	30 0 0.00%	0 8 2.37%	58 4 1.16%	27 7 2.15% 8	2 1 0.29%	2 13 4.09% 20	02 0 0.00%	0 2 0.62% 20	0 1 0.25%	3 7 1.83%	39 3 0.64%	29 5 1.	27% 42 8 1.60% 8	1 7 1.95%	39 3 0.57%	23 2 0.53% 21
Other Named Varient of Lymphosarcoma	0 0.00%	0 0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 1 0.31%	1 0 0.00%	0 0 0.00% 0	0 0.00%	0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0.00%	0 1 0.27% 3
Other Specified Infections and parasitic Diseases	0 0.00%	0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0.00%	0 0.00%	0 0 0.	00% 0 0.00%	0 0.00%	0 0.00%	0 0 0.00% 0
Pneumocystitis Pneumonia	4 3.01%	13 10 3.47% 25	3 1.90%	14	10 2.98% 25	5 4 1.97%	6 7 7 2.03%	35 3 1.01%	43 5 1.48%	17 2 0.58%	3 5 1.53% 2	1 1 0.29%	5 8 2.52% 2	25 3 0.85%	25 5 1.54% 22	2 3 0.75% 1	18 2 0.52%	11 0 0.00%	0 0 0.	00% 0 1 0.20%	1 0 0.00%	0 0 0.00%	0.00%
Pneumonia																							
Progressive Multi-Focal Leukencephalopthy	0 0.00%	0 1 0.35% 1	1 0.63%	1	1 0.30% 7	7 1 0.49%	6 3 0 0.00%	0 1 0.34%	5 0 0.00%	0 1 0.29%	1 1 0.31%	2 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0 0.00%	0 1 0.21%	3 2 0.	51% 9 0 0.00%	0 0 0.00%	0 0.00%	0 0.00% 0
Salmonella Diseases	0 0.00%	0 1 0.35% 2	0 0.00%	0	0 0.00% 0	0 1 0.49%	6 1 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 1 0.31%	1 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.	00% 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0
Strep and Staph and gram Negative Septicemias	2 1.50%	7 6 2.08% 12	1 0.63%	6	7 2.08% 22	2 2 0.99%	6 2 8 2.33%		4 8 2.37%	16 0 0.00%	0 8 2.45%	5 2 0.57%	8 12 3.77% 2	9 0 0.00%	0 5 1.54% 15	5 0 0.00%	0 8 2.09%	19 3 0.64%	21 2 0.	51% 12 1 0.20%	3 5 1.39%	28 11 2.10%	54 5 1.33% 16
Strongyloidiasis	0 0.00%	0 0 0.00% 0	0 0.00%	0	0 0.00% 0	0 0.00%	6 0 0 0.00%		0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.	00% 0 0 0.00%	0 1 0.28%	2 0 0.00%	0 0 0.00% 0
Toxoplasmosis	0 0.00%	0 3 1.04% 29	0 0.00%	0	5 1.49% 54	4 0 0.00%	6 0 5 1.45%		1 2 0.59%	2 1 0.29%	1 4 1.23%	9 1 0.29%	1 1 0.31%	1 0 0.00%	0 1 0.31% 5	5 0 0.00%	0 2 0.52%	44 1 0.21%	3 2 0.	51% 4 0 0.00%	0 1 0.28%	2 0 0.00%	0 0.00% 0
Tuberculosis	1 0.75%	8 0 0.00% 0	0 0.00%	0	5 1.49% 19	1 049%			0 1 0.30%	11 0 0.00%	0 0 0.00%	0 1 0.29%	1 0 0.00%	0 0 0.00%			0 0 0.00%	0 0 0.00%	0 0 0	00% 0 0 00%	0 0 0.00%	0 0 0.00%	0 0 0.00% 0
Viral and Bacterial Pneumonias	7 5.26%	20 37 12.85% 160	12 7.59%	-	38 11.31% 196	6 10 4.93%			31 26 7 69%	167 8 2.33%	31 24 7.36% 7	4 11 3 15%	40 23 7 23% 16	3 1 0.28%	1 5 1 54% 18	3 15 3 75%	44 31 8.09%	151 3 0.64%	7 6 1	52% 18 4 0.80% 1	5 8 2.23%	11 5 0.95%	11 9 2.40% 16
Wasting syndrome due to HIV (Code first HIV or AID	DS)		12 7.0070	, , , , , , , , , , , , , , , , , , , ,		4.00 10		2.0170	20 7.00%		31 24 7.3070 7			0.2070				0.0470					
Total (Distinct Claims and Users)	17 12.78%	68 82 28.47% 423	29 18.35%	175 10	02 30.36% 568	34 16 75%	6 107 93 27 039	373 26 8.72%	115 73 21.60%	432 29 8 43%	92 67 20.55% 35	2 29 8.31%	79 62 19.50% 75	3 15 4.25%	47 37 11.38% 192	2 38 9.50%	99 65 16.97%	180 30 6.38%	144 37 9	39% 272 31 6.19% 15	4 36 10.03%	129 36 6.86%	133 43 11.47% 146
	17 12.70%	02 20.47/0 423	23 10.33 /0		50.00 /0 500	10.75%	0 107 35 27.037	0.12/0	10 70 21.00%	TV2 20 0.40 /0	07 20.00 / St	- 23 0.51%			1 11.30 /0 192			0.38 //	5/ 5/			120 0.00 //	

* Members from Initial Group and Cost

Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members enrolled in and

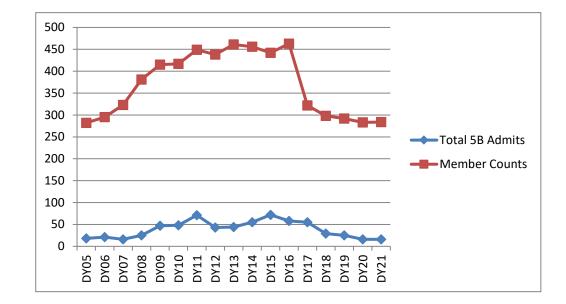
claims paid by other Waivers. Therefore,

enrollment and number of claims may be slightly higher compared to CMS(Centers for Medicare and Medicaid Services) Financial reports.

Demonstration Year 13		Demonstration Year 14	4	De	monstration Year 15	Demo	nstration Year 16	Demo	nstration Year 17	Demons	stration Year 18	Demonstr	ation Year 19	Demons	tration Year 20	Demo	nstration Year 21
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	Demonstration Enrollees	Medicaid Members
544	388	536	388	547	389	541	390	511	546	365	571	332	599	305	640	324	668
Users	Users (%) Claims Users Users (%) Cla	ims Users Users (%) Claims	Users Users (%) Cla	ims Users Users (%)	Claims Users Users (%)	Claims Users Users (%) Cla	ims Users Users (%) Clair	ns Users Users (%) Cla	ims Users Users (%) Claims	Users Users (%) Claim	ns Users Users (%) Claims	Users Users (%) Claims	Users Users (%) Claim	ns Users Users (%) Claim	s Users Users (%) Claims	Users Users (%) Cla	ims Users Users (%) Claims
	0 0.00% 0 1 0.26%	1 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%
	3 0.55% 11 0.00%	3 0.56% 1	0.00%	3 0.55%	17 0.00%	1 0.18%	1 1 0.26%	21 1 0.20%	1 0 0.00%	0 0.00%	0 0 0.00%	0 1 0.30%	1 1 0.17%	72 0 0.00%	0 1 0.16%	13 0 0.00%	0 1 0.15%
	7 1.29% 15 5 1.29%	12 4 0.75%	4 3 0.77%	12 3 0.55%	8 4 1.03%	5 2 0.37%	4 4 1.03%	8 4 0.79%	5 9 1.67%	28 1 0.28%	2 6 1.07%	14 6 1.81%	11 9 1.50%	15 2 0.66%	5 6 0.94%	14 4 1.24%	10 6 0.90%
	0 0.00% 0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	0 0.00% 0 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	0 0.00% 0 0 0.00%	0 1 0.19%	2 1 0.26%	2 0 0.00%	0 1 0.26%	2 2 0.37%	4 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 2 0.31%	99 0 0.00%	0 0 0.00%
	0 0.00% 0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 1 0.16%	1 0 0.00%	0 0 0.00%
	0 0.00% 0 0.00%	0 1 0.19%	2 0 0.00%	0 1 0.18%	6 0 0.00%	0 1 0.18%	4 1 0.26%	12 1 0.20%	1 0 0.00%	0 1 0.28%	2 0 0.00%	0 1 0.30%	2 0 0.00%	0 1 0.33%	1 1 0.16%	4 0 0.00%	0 1 0.15%
														4 1.31%	6 9 1.41%	67 0 0.00%	0 8 1.20%
	7 1.29% 17 8 2.06%	22 6 1.12% 1	17 4 1.03%	4 7 1.28%	18 5 1.29%	9 5 0.91%	8 7 1.80%	26 5 0.99%	22 7 1.30%	12 4 1.10%	8 13 2.32%	33 2 0.60%	7 11 1.84%	36 0 0.00%	0 2 0.31%	7 2 0.62%	6 0 0.00%
	0 0.00% 0 0 0.00%	0 0 0.00%	0 0.00%	0 1 0.18%	1 1 0.26%	1 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	1 0.18% 4 2 0.52%	21 2 0.37% 2	20 1 0.26%	1 1 0.18%	4 0 0.00%	0 2 0.37%	6 1 0.26%	7 2 0.40%	9 2 0.37%	8 1 0.28%	2 3 0.53%	5 0 0.00%	0 2 0.33%	20 0 0.00%	4 0 0.00%	0 1 0.31%	2 2 0.30%
														1 0.33%	6 1 0.16%	1 3 0.93%	9 0 0.00%
	0 0.00% 0.00%	0 0.00%	0.00%	0 0.00%	0.00%	0 0.00%	1 0.26%	17 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 1 0.30%	1 0 0.00%	0 0 0.00%	0 2 0.31%	16 1 0.31%	2 3 0.45%
	0 0.00% 0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	0 0.00% 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	5 0.92% 50 7 1.80%	67 7 1.31% 11	11 1 0.26%	32 3 0.55%	19 4 1.03%	18 4 0.73%	6 3 0.77%	265 1 0.20%	1 2 0.37%	76 1 0.28%	1 2 0.36%	7 1 0.30%	18 1 0.17%	5 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%
	0 0.00% 0 0 0.00%	0 2 0.37%	4 1 0.26%	2 0 0.00%	0 0 0.00%	0 0.00%	0 1 0.26%	2 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%
	0 0.00% 0 0 0.00%	0 6 1.12% 1	12 8 2.06%	12 5 0.91%	7 1 0.26%	2 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 1 0.18%	1 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%
	2 0.37% 3 2 0.52%	2 0 0.00%	0.00%	3 0.55%	7 1 0.26%	5 0 0.00%	2 0.51%	5 1 0.20%	1 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 2 0.33%	9 0 0.00%	0 2 0.31%	13 1 0.31%	2 2 0.30%
														8 2.62%	22 25 3.91%	83 11 3.40%	20 22 3.29%
	0 0.00% 0 0 0.00%	0 1 0.19%	3 2 0.52%	7 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 1 0.28%	1 2 0.36%	3 1 0.30%	4 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	0 0.00% 0 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 1 0.16%	4 0 0.00%	0 0.00%
	6 1.10% 27 7 1.80%	35 4 0.75% 3	33 12 3.09%	70 11 2.01%	39 10 2.57%	41 9 1.65%	62 14 3.60%	91 10 1.98%	47 14 2.60%	67 7 1.93%	38 12 2.14% 12	20 5 1.51%	21 13 2.17%	41 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	0 0.00% 0 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00%
	1 0.18% 1 0.00%	0 1 0.19%	4 0.00%	0 0.00%	0.00%	0 0.00%	0 0.00%	0 1 0.20%	2 2 0.37%	7 0 0.00%	0 1 0.18%	5 0 0.00%	0 3 0.50%	15 0 0.00%	0 1 0.16%	2 0 0.00%	2 3 0.45%
	0 0.00% 0 1 0.26%	2 1 0.19%	1 0 0.00%	0 1 0.18%	18 0 0.00%	0 0.00%	0 1 0.26%	1 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%	0 0 0.00%	0 2 0.33%	22 0 0.00%	0 2 0.31%	2 1 0.31%	8 3 0.45%
	9 1.65% 17 9 2.32%	23 20 3.73% 8	80 20 5.15%	92 24 4.39%	114 11 2.83%	52 9 1.65%	23 19 4.88%	51 11 2.17%	24 27 5.01%	88 5 1.38%	10 11 1.96%	37 2 0.60%	2 11 1.84%	33 0 0.00%	0 0 0.00%	0 0.00%	0 0.00%
												• • •	· · · ·	0 0.00%	0 1 0.16%	1 0 0.00%	0 0 0.00%
	41 7.54% 145 42 10.82%	185 59 11.01% 30	04 53 13.66%	234 54 9.87%	258 33 8.48%	135 35 6.47%	118 55 14.10%	506 32 6.32%	113 50 9.28% 2	86 20 5.81%	64 51 9.10% 22	25 19 6.02%	67 47 9.18%	268 15 4.93%	65 48 7.56% 3	43 21 6.50%	59 43 6.49%

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
DY18	29	298
DY19	25	292
DY20	16	283
DY21	16	284

Attachment P: General Inpatient Services Compared to Demonstration Enrollment



Special Demonstration Benefits Project: Annual Reports For State Fiscal Year 2010

Amount Spent By Category Of Service and the Number of Users Data Source: MMDSS- MMIS Paid Claims Header, Pulled Via Service Start 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 Year2005	State Fiscal Year 2006	State Fiscal Year 2007	State Fiscal Year 2008	State Fiscal Year 2009	State Fiscal Year 2010
Demonstration Enrollees	\$912	\$1,226	\$1,170	\$899	\$820	\$905	\$989	\$1,107
Medicaid Members	\$1,865	\$2,040	\$2,052	\$1,958	\$1,662	\$1,936	\$1,624	\$1,357

	State Fiscal Year 03					51	tate Fiscal Year 04				State Fiscal Year	05			State Fiscal	Year 06		
	Demonstration Enrollees			Medicaid Members*			emonstration Enrollees		Medicaid Members*		on Enrollees	00	Members*		on Enrollees		Members*	
Distinct Members Utilizing Services		142		295			173		356			210		362		322		372
Category of Service	Paid	Users	PMPN	1 Paid	Users	РМРМ	Paid	Users PMPN	A Paid Users	PMPM	Paid	Users PMP	A Paid	Users PMP	M Paid	l Users	PMPM Paid	d Users
General Inpatient	\$152,804	11	\$123	3 \$477,542	41	\$161	\$138,601	13 \$85	5 \$782,353 50	\$228	\$223,163	12 \$11	9 \$776,897	57 \$2	16 \$188,687	' 19	\$66 \$849,121	43
Mental Inpatient	\$0	C)	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$4,622	3	\$1 \$0) 0	\$0 \$9,928	5
Nursing Facility	\$0	· · · · · · · · · · · · · · · · · · ·	\$	\$89,705	3	\$30	\$0	0 \$0	0 \$107,850 5	\$31	\$0	0 \$	0 \$52,777	5 \$	֥	0 0	\$0 \$29,855	
General Outpatient	\$56,274	75	5 \$4	5 \$362,723	177	\$122	\$119,369	85 \$74	4 0000,124 100	\$107	\$117,297	105 \$6	3 \$450,065	232 \$12	25 \$169,579	162	\$60 \$451,884	4 236
Social Services Client	\$0 \$41,645) \$(a) \$32	50 \$0 3 \$129,014	0 191	\$0 \$43	\$0 \$68,014	0 \$0 109 \$42	0 \$0 0 2 \$174,730 216	\$0 \$51	\$0 \$40,298	0 \$ 128 \$2	0 \$2,400	324 \$	50 \$50,425	0 0 5 204	\$0 \$0 \$18 \$189,081	1 228
Physician Podiatrist	\$41,045	/9	φ φ φ φ φ φ φ φ φ φ φ φ φ φ	\$ \$129,014) \$592	7	\$43 \$0	\$00,014 \$0	0 \$6	2 \$174,730 218 0 \$143 3	۱ در ۵۷	\$40,298	128 \$2	2 \$181,250 0 \$136	<u>عام 324</u>	50 \$50,425	5 204	\$0 \$1,435	
PHP Agency	\$0		\$) \$(5 \$0 5 \$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0 \$0	\$0	0 \$	0 \$0	0	\$0 \$0 \$0 \$0		\$0 \$0 \$0) <u> </u>
Dental	\$0	0) \$(\$13,527	50	\$5	\$0	0 \$0	0 \$10,147 43	\$3	\$0	0 \$	0 \$12,917	57	\$4 \$0	0 0	\$0 \$7,337	/ 37
Prescribed Drugs	\$736,515	5 124	\$592	\$3,002,430	284	\$1,012	\$1,419,351	154 \$875	5 \$3,741,927 334	\$1,088	\$1,591,512	171 \$85	0 \$4,311,719	344 \$1,1	98 \$1,899,887	264	\$667 \$3,732,265	5 357
Home Health Services	\$0	,	\$	\$18,076	15	\$6	\$0	0 \$0	0 \$16,424 12	\$5	\$0	0 \$	0 \$11,029	17	\$3 \$0	0 0	\$0 \$12,298	
Community Support Services	\$2,454	2	\$2	2 \$98,832	14	\$33	\$2,575	4 \$2	2 \$236,055 19	\$69	\$11,249	5 \$	6 \$100,044	20 \$2	28 \$8,778	6	\$3 \$50,680	/ 16
	\$0	0) \$(0 \$0	0	\$0	\$0	0 \$0	0 \$0 0 0 \$52.267 111	\$0 \$15	\$0	0 \$	0 \$16	1 122	\$0 \$0	0 0	\$0 \$0	0
Independent Lab	\$21,590 \$2,306		\$1	7 \$45,253 2 \$30,643	102	\$15	\$33,174 \$2,714	63 \$20	0 \$52,267 111 2 \$26,986 104	φισ	\$25,065 \$4,960	53 \$1	3 \$46,103 3 \$27,709	122 \$	13 \$30,156 \$8 \$8,312		\$11 \$45,295 \$3 \$36,110	
Transportation Medical Supplies/DME Supplies	φ∠,300 \$Ω		√)⊉	2 \$30,643 D \$11,395	37	\$10 \$4	φ2,714 \$0	0 \$(2 \$20,986 104 0 \$9,432 39	φo \$3	φ - ,900 \$0	 0 \$	3 \$27,709 0 \$5,789	33	\$2 \$2 \$2 \$2		\$0 \$12,047	
Prosth/Orthotic Devices	\$0		\$() \$(5 \$1,690	3	\$1	\$0	0 \$0	0 \$638 2	\$0	\$0	0 \$	0 \$89	2	50 \$0) 0	\$0 \$56	
Ambulatory Surgical Center	\$429) 1	\$0	\$2,277	3	\$1	\$446	1 \$0	0 \$2,740 5	\$1	\$624	3 \$	0 \$178	3	\$0 \$802	25	\$0 \$2,198	4
Clozarill Monitoring	\$0	0	\$	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0) 0
Reserved	\$0	C	\$	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0) 0	\$0 \$0	<i>,</i> 0
	\$0	0	\$0	\$0	0	\$0	\$0	0 \$0	0 \$14,175 1	\$4	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0	0
Waiver for Physically Disabled	\$0	0	\$	\$85,617	3	\$29	\$0	0 \$0	0 \$38,674 1	\$11 \$0	\$0 \$0	0 \$	0 \$37,212	1 \$	10 \$0 \$0		\$0 \$39,709	
Swing Bed Case Management	\$0 \$86,234	ل ۵	50 \$0 50 \$69	50 \$0 9 \$297,351	207	\$0 \$100	\$0 \$115,579	0 \$0 99 \$7 [,]	0 \$0 0 1 \$313,190 218	\$0 \$91	\$0 \$88,627	0 \$ 111 \$4	0 \$0 7 \$233,400	242 \$	50 \$0 55 \$82,273	0 0 3 181	\$0 \$0 \$29 \$219,194	0 0 4 252
Family Planning Clinic	\$00,254)) \$274	3	\$0	\$0	0 \$0	0 \$83 1	\$0	\$0	0 \$	0 \$83	1	\$0 \$0 \$0		\$0 \$268	
BMR Waiver	\$0	0) \$(\$ \$91,009	1	\$31	\$0	0 \$0	0 \$102,191 1	\$30	\$0	0 \$	0 \$115,202	1 \$	32 \$0	0 0	\$0 \$122,712	-
Speech/Hearing Services	\$0	C) \$(\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0) 0	\$0 \$0	0 (
Mental Health Services	\$11,581	15	5 \$9	9 \$81,554	57	\$27	\$29,814	24 \$18	8 \$105,937 66	\$31	\$34,033	28 \$1	8 \$104,073	73 \$2	29 \$60,985	5 46	\$21 \$101,272	- 85
Ambulance	\$325	1	\$	\$8,300	28	\$3	\$2,497	7 \$2	2 \$9,372 36	\$3	\$1,660	10 \$	1 \$11,501	46	\$3 \$2,300) 13	\$1 \$22,647	50
Ambulatory Care Clinic Service	\$0	C) \$(\$788	1	\$0	\$0	0 \$0	0 \$3,475 2	\$1	\$0	0 \$	0 \$1,080	1 :	\$0 \$0	0 0	\$0 \$0	<i>i</i> 0
Physical Therapy Services	\$0	0) \$(0 \$1,004	5	\$0	\$0	0 \$0	0 \$1,597 10	\$0	\$0 \$0	0 \$	0 \$1,729	7	\$0 \$0	0	\$0 \$2,128	
Chiropractic Services Occupational Therapy Services	\$0) \$(5699 \$699	5	\$0	\$0		0 \$1,246 6 0 \$1,283 2	\$0	\$0	0 \$	0 \$1,180 0 \$265	6			\$0 \$1,696	6
ICF/MR Services Nursing	\$0) () ()	5 \$0 D \$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0 \$0	\$0	0 \$	0 \$205 0 \$0	0	\$0 \$0 \$0 \$0		\$0 \$0 \$0 \$0	
Day Habilitation	\$0	0) \$(\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0 \$0	\$0	0 \$	0 \$0	0	\$0 \$0	0 0	\$0 \$29))
Day Health	\$0	C) \$(\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0) 0	\$0 \$0	0 (
Optometric Services	\$0	C)	\$1,414	40	\$0	\$0	0 \$0	0 \$2,040 51	\$1	\$0	0 \$	0 \$3,187	63	\$1 \$0	0	\$0 \$4,236	61 ز
Psychological Services	\$0	C) \$0	9 \$1,242	3	\$0	\$1,116	2 \$	1 \$2,243 5	\$1	\$485	2 \$	0 \$3,317	7	\$1,276	3 3	\$0 \$6,095	
Private Non-Medical Institutions	\$0	0	\$(9 \$425,093	16	\$143	\$0	0 \$0	0 \$592,078 20	\$172	\$0	0 \$	0 \$615,949	19 \$1	71 \$0	0	\$0 \$677,499	, 21
ICF/MR Boarding	\$0	0 0) \$(7	5 \$0 5 \$0	0	\$0 \$0	\$0 \$0	0 \$0	0 \$0 0 0 \$0 123	\$0 \$0	\$0 \$0	0 \$	0 \$0	0	60 \$0 50 \$0	0 0	\$0 \$0 \$0	0
Reserved Optical Services	\$0	17	۵ ۵ ۵	\$0	92	\$0 \$0	\$0 \$0		0 \$0 123 0 \$847 3	50 \$0	\$0 \$0	23 \$	0 \$0 0 \$0	102	0 \$0 \$0		\$0 \$0 \$0 \$56	3 2
Certified Rural Health Clinic	\$324	2	2 \$() \$2,355	11	\$0	\$324	3 \$0	0 \$3,853 14	φ0 \$1	\$1,108	5 \$	پ 0 1 \$4,053	21	\$0 \$0 \$1 \$854	9	\$0 \$3,297	
V.D. Screening	\$0) C) \$(\$60	1	\$0	\$40	2 \$0	0 \$60 1	\$0	\$0	0 \$	0 \$20	1	\$0 \$0) 0	\$0 \$0	0 (
Hearing Aid Dealer	\$0	C	\$	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$O \$O) 0	\$0 \$0	0 ر
Audiology Services	\$0	0	\$0	\$0	0	\$0	\$0	0 \$0	0 \$56 1	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$46	
Speech Pathology Services	\$0	C	\$(\$593	1	\$0	\$0	0 \$0	0 \$281 1	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$378	-
Substance Abuse Treatment Facility	\$3,364		÷ \$(3 \$40,894 \$62,071	22	\$14	\$3,897	8 \$2	2 \$38,327 21	\$11 ¢19	+.,	7 \$	4 \$29,214	23	\$8 \$2,096		\$1 \$35,336	
Boarding Home MEDICARE PT.B X-OVER	\$0 \$7,149		\$(\$)	0 \$63,971 6 \$49,931	10	\$22 \$17	\$0 \$26,584	0 \$0 47 \$16	0 \$62,761 14 6 \$49,227 141	\$18 \$14	+-	0 \$ 37 \$	0 \$40,541 4 \$17,409	10 \$	s \$0		\$0 \$40,030 \$0 \$0	10
UNCLASSIFIED	φ/,149 \$0		۵ ۵ ۱۹	پېښې د وې د مېرونه کې	0	۳۲ ۵۳	¢∠0,304 \$0.		ο φ+9,227 141 0 \$0 Ω	۹۱4 \$0	\$6,660	0 \$		0	50 50 60 \$0		φυ φυ \$0 \$0	
HMO Services	\$0	0	\$	5 \$0 5 \$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0 \$0	\$0	0 \$	0 \$0	0	\$0 \$0 \$0	0	\$0 \$0	ŭ O
Nurse/Midwife Services	\$0	0	\$0	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0	0
State Use Only	\$0	C	\$0	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0) 0
PVT. NON-MED. TREATMENT	\$0	C	\$0	\$5,447	1	\$2	\$0	0 \$0	0 \$35,873 3	\$10	\$0	0 \$	0 \$54,592	5 \$	15 \$0	0	\$0 \$27,542	- 5
BMR Waiver Boarding Home	\$0	C	\$	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0	/ 0
BME Waiver	\$0	0	\$	\$0 \$0	0	\$0	\$0	0 \$0	0 \$241 1	\$0	\$0	0 \$	0 \$0	0	50 \$0	0	\$0 \$1,936	
Private Duty Nursing Personal Care Services	\$0		\$()) \$630) \$14,879	2	\$0 \$5	\$0	0 \$0	0 \$1,117 1 0 \$18,907 11	\$0 \$0	\$0 \$0	<u> </u>	0 \$899 0 \$26,950	1			\$0 \$1,062 \$0 \$48,849	
Personal Care Services Family and Pediatric Nurse Pract.	\$U ¢∩		\$() ¢(5 \$14,879 \$0	0	¢0	۵۵ ما	0 \$0 0 ¢r	0 \$18,907 11 0 \$58 1	C¢ ()2	\$0	0 \$	0 \$26,950 0 \$48	13	50 ¢0		\$0 \$48,849 \$0 \$114	
Rehab. Services (Head Injury)	\$0 \$0		ېر ۹۵. (۱۹)	\$0 \$12,698	2	\$4	\$0 \$0	0 \$0	0 \$10,284 1	\$0 \$3	\$0	م 5 ¢	0 \$13,131	4	\$4 \$0		\$0 \$2,194	
Home Based Mental Health	\$0		\$) \$(5 \$0 \$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0 \$0	\$0	0 \$	0 \$0	0	50 \$0	0	\$0 \$0 \$0	0
Federally Qualified Health Center	\$11,762	19	\$	\$55,278	67	\$19	\$25,000	35 \$15	5 \$61,970 72	\$18	\$35,322	53 \$1	9 \$69,937	117 \$	19 \$52,112	2 83	\$18 \$92,324	4 117
OP Mental Health	\$0	0	\$0	\$191	1	\$0	\$0	0 \$0	0 \$7,020 4	\$2	\$247	1 \$	0 \$10,059	7	\$3 \$3,147		\$1 \$9,647	
Early Intervention	\$0	C	\$0	\$0	0	\$0	\$0	0 \$0	0 \$0 0	\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0	<i>ν</i> 0
Developmental Behavioral Clinic	\$0		\$	\$0	0	\$0	\$0	0 \$0		\$0	\$0	0 \$	0 \$0	0	\$0 \$0	0	\$0 \$0	
Non-Traditional PHP	\$0		\$(5,050	3	\$2	\$0	0 \$0	0 \$4,525 3	\$1	\$0	0 \$	0 \$3,029	3	61 \$0	0 0	\$0 \$3,186	
Total	\$1,134,756	135	5 \$912	2 \$5,530,374	331	\$1,865	\$1,989,095	166 \$1,226	6 \$7,013,807 359	\$2,040	\$2,189,344	185 \$1,17	0 \$7,381,800	394 \$2,0	52 \$2,561,701	297	\$899 \$6,893,070	0 386

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members

Member Enrolled and claims paid by other Waivers. Therefore, enrollment and number of claims may be slightly higher compared to CMS Financial reports.

	State Fiscal Year 07						State Fiscal Y	(oor 09					State Fiscal Yea	or 00					State Fiscal Year	10			
	on Enrollees			Members*			on Enrollees	eal vo		Members*				tration Enr	ollees	Medica	id Members		Demonstratio		Medi	caid Members	s*
		359			355			364			341			369			348	_	42			406	
															_								
PMPM	Paid	Users	PMPM	Paid	Users	PMPM		Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users PMPM	Paid	Users	PMPM
\$241 \$3	\$351,225 \$0	18	\$102 \$0	\$779,025 \$5,898	49	\$228 \$2		24	\$77 \$0	\$1,511,956 \$0	47	\$473 \$0	\$232,435 \$0	17	\$65 \$0	\$984,203 \$0	42	\$294 \$0	\$256,299 \$0	23 \$71 0 \$0	\$772,991 \$15,251	45	\$198 \$4
\$3 \$8	\$	0	\$0 \$0	\$39,557	4	عد \$12		0	\$0 \$0	پ و \$65,864	4	پ و \$21	\$0	0	\$0 \$0	\$74,728	1	\$0 \$22	\$0 \$0	0 \$0	\$13,708	2	\$4 \$4
\$128	+ -	221	\$73	\$497,269	228	\$146	, .	215	\$86	\$418,958	202	\$131	\$320,933	223	\$89	\$439,960	196	\$131	\$451,616	267 \$126	\$470,815	239	\$121
\$0	\$0	0	\$0	\$0	0	\$0	\$0	0	\$0	\$1,200	1	\$0	\$0	0	\$0	\$0	0	\$0	\$0	0 \$0	\$0	0	\$0
\$54	- / -	247	\$34	\$148,003	277	\$43	, ,	262	\$32	\$140,348	282	\$44	\$96,223	285	\$27	\$128,677	285	\$38	\$130,433	321 \$36	\$127,846	312	\$33
\$0 \$0	\$138 \$0	1	\$0 \$0	\$682 \$0	6	\$0 \$0	÷÷	0	\$0 \$0	\$581 \$0	10	\$0 \$0	\$27 \$0	1	\$0 \$0	\$865 \$0	14	\$0 \$0	\$78 \$0	3 \$0 0 \$0	\$1,117 \$0	14	\$0 \$0
\$0	\$0 \$0	0	\$0 \$0	پ و \$7,087	33	\$0 \$2		0	\$0 \$0	پ و \$14,509	50	\$0 \$5	+-	1	\$0 \$0	\$9,709	39	\$0	\$0 \$0	0 \$0	\$0 \$23,842	44	\$0 \$6
\$1,060	\$1,731,360	309	\$500	\$2,598,859	331	\$762	\$2,017,621	302	\$583	\$2,555,068	318	\$799	\$2,431,569	320	\$678	\$2,505,092	321	\$748	\$3,403,993	381 \$949	\$2,808,085	362	\$720
\$3	\$0	0	\$0	\$11,204	10	\$3	+-	0	\$0	\$17,446	10	\$5	+•	0	\$0	\$9,373	6	\$3	\$0	0 \$0	\$2,840	6	\$1
\$14 \$0	\$17,711 \$0	8	\$5 \$0	\$72,849 \$0	17	\$21 \$0		10	\$8 \$0	\$53,695 \$0	17	\$17 \$0	\$10,963 \$0	7	\$3 \$0	\$107,285	22	\$32 \$0	\$28,700	9 \$8 1 \$0	\$92,345	28	\$24
\$0 \$13	Ψ0	113	\$0 \$13	\$0 \$49,613	106	\$0 \$15	¢0	118	\$0 \$17	\$0 \$34,636	104	\$0 \$11	\$0 \$47,703	122	֥	\$84 \$30,576	87	\$0 \$9	\$55 \$60,606	148 \$17	\$0 \$40,428	99	\$0 \$10
\$10	\$8,679	49	\$3	\$44,824	129	\$13		57	\$6	\$48,140	128	\$15		68	\$5	\$71,761	127	\$21	\$37,919	91 \$11	\$82,955	129	\$21
\$3		1	\$0	\$8,293	38	\$2	\$9	2	\$0	\$45,885	33	\$14	\$66	4	\$0	\$39,607	38	\$12	\$406	5 \$0	\$11,963	41	\$3
\$0	÷.	0	\$0	\$2,567	5	\$1	+ -	0	\$0	\$106	2	\$0	\$0	0	\$0	\$0	0	\$0	\$0	0 \$0	\$26	2	\$0
\$1 \$0	\$178 \$0	2	\$0 \$0	\$2,479 \$0	7	\$1 \$0		6	\$0 \$0	\$1,784 \$0	4	\$1 \$0	\$3,090 \$0	5	\$1 \$0	\$802 \$0	4	\$0 \$0	\$2,815 \$0	9 \$1 0 \$0	\$2,293 \$0	7	\$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	\$0 \$0	- +-	\$0 \$0	0	\$0 \$0
\$0	\$0	0	\$0	\$0	0	\$0	+-	0	\$0	\$0	0	\$0	\$0	0	\$0	\$4,724	1	\$1	\$0 \$0	- +-	\$45,333	3	\$12
\$11	\$0	0	\$0	\$32,983	1	\$10		0	\$0	\$37,806	1	\$12	\$0	0	\$0	\$40,459	1	\$12	\$0	0 \$0	\$40,618	1	\$10
\$0 \$62	\$0 \$122.478	0 222	\$0 \$25	\$0 \$194 779	0 220	\$0 \$54	+-	0 229	\$0 \$50	\$0 \$180 500	0 201	\$0 \$50	\$0	0	\$0	\$0 \$234,096	0	\$0 \$70	\$0 \$440,115	0 \$0	\$0 \$260,108	0	\$0 \$95
\$62 \$0	\$122,478 \$154	222	\$35 \$0	\$184,778 \$83	220	\$54 \$0		229	\$50 \$0	\$189,599 \$82	201	\$59 \$0	\$220,222 \$0	265	\$61 \$0	\$234,096	227	\$70 \$0	\$440,115 \$222	319 \$123 3 \$0	\$369,108 \$0	265 0	\$95 \$0
\$35		0	\$0 \$0	\$124,707	1	\$37	.	0	\$0 \$0	\$103,912	1	\$33	+ -	0	\$0 \$0	\$49,850	1	φ0 \$15	\$0	- +·	\$32,902	1	\$8
\$0	\$0	0	\$0	\$28	1	\$0	÷.	0	\$0	\$0	0	\$0	\$0	0	\$0	\$0	0	\$0	\$0	0 \$0	\$0	0	\$0
\$29	\$80,060	65	\$23	\$76,566	64	\$22		68	\$22	\$60,378	54	\$19	\$73,526	72	+	\$60,231	60	\$18	\$70,689	61 \$20	\$84,526	73	\$22
\$6 \$0	\$4,132	23	\$1 \$0	\$16,504 \$0	50	\$5	\$4,360	20	\$1 \$0	\$14,177 ¢0	46	\$4	\$4,659	22	\$1 \$0	\$13,787 \$0	49	\$4	\$7,239 \$0	32 \$2	\$19,880 \$0	56	\$5
\$0 \$1	\$0 \$0	0	\$0 \$0	\$0 \$3,056	5	\$0 \$1	\$0 \$0	0	\$0 \$0	\$0 \$2,957	8	\$0 \$1	\$0 \$0	0	\$0 \$0	\$0 \$253	5	\$0 \$0	\$0 \$0	0 \$0	\$0 \$122	2	\$0 \$0
\$0	\$0	0	\$0	\$1,746	9	\$1		1	\$0	\$1,621	5	\$1	\$0	0	\$0	\$1,599	7	\$0	\$0		\$1,968	10	\$1
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\$2	\$1,588	4	\$0	\$6,407	5	\$2		3	\$0	\$7,188	6	\$2	\$1,406	1	\$0	\$4,746	5	\$1	\$2,193	4 \$1	\$6,157	6	\$2
\$192		0	\$0	\$620,507	14	\$182		0	\$0	\$533,037	12	\$167	\$0	0	\$0	\$364,473	13	\$109	\$0	. , , ,	\$27,812	4	\$7
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\$1	\$1,556	11	\$0	\$5,841	16	\$2		8	\$0	\$4,189	12	\$1	\$1,649	8	\$0	\$1,810	8	\$1	\$3,142	9 \$1	\$4,529	16	\$1
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\$10	\$4,557	9	\$1	\$36,355	19	\$11		8	\$3 \$2	\$36,603	21	\$11	\$13,039	10	\$4	\$43,464	25	\$13	\$12,015	13 \$3	\$39,990	22	\$10
\$11	\$0	0	\$0	\$32,969	9	\$10	\$0	0	\$0	\$29,263	8	\$9	\$0	0	\$0	\$21,133	6	\$6	\$0		\$19,474	2	\$5
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\$8	\$0 \$0	0	\$0	\$11,868	3	\$3	* -	0	\$0	\$10,134	1	\$3	\$0	0	\$0	\$21,255	2	\$6	\$0		\$27,432	4	\$7
\$0 ¢1	\$0 \$0	0	\$0 \$0	\$0 \$14,584	0	\$0 \$4		0	\$0 \$0	\$0 \$18,897	0	\$0 \$6	\$0 \$0	0	\$0 \$0	\$0 \$24,005	0	\$0 ¢7	\$0 \$0	0 \$0 0 \$0	\$0 \$28,308	0	\$0 ¢7
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\$14	\$0	0	\$0	\$68,959	11	\$20		0	\$0	\$99,601	13	\$31	\$0 \$0	0	\$0	\$55,304	20	\$17	\$0	- +-	\$30,477	10	\$8
\$0	\$0	0	\$0	\$109	2	\$0		0	\$0	\$60	1	\$0	\$293	3	\$0	\$265	1	\$0	\$191	4 \$0	\$0	0	\$0
\$1	\$0	0	\$0	\$30,690	2	\$9		0	\$0	\$24,258	2	\$8	\$0 \$0	0	\$0	\$19,853	2	\$6 \$0	\$0 \$0	0 \$0	\$5,087	2	\$1
\$0 \$26	\$0 \$99,110	0 112	\$0 \$29	\$0 \$95,463	0 110	\$0 \$28		0 101	\$0 \$19	\$0 \$65,514	0 98	\$0 \$20		0	\$0 \$18		0 86	\$0 \$17	\$0 \$103,749		\$0 \$70,685	0 114	\$0 \$18
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