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

Annual Report
(01/01/20 - 12/31/20)

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

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March 30, 2021

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

Dear Ms. Boone-Massey,

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

Please find data and materials that highlight our activity for Demonstration Year 18 enclosed with this letter. Also enclosed are the analyses from our 2019 provider and member surveys. Please contact Emily Bean at 207-624-4005 or emily.bean@maine.gov if you need further information.

Sincerely,

[redacted]

Michelle Probert
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Introduction

This report is submitted in compliance with the terms and conditions of the Maine Medicaid Section 1115 Health Care Reform Demonstration for Individuals with HIV/AIDS. 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 is designed to test whether providing a limited but comprehensive package of services, including anti-retroviral therapies, to individuals with HIV/AIDS improves 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 health care 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.

The state has demonstrated that early treatment and case management services provided to individuals with HIV/AIDS create efficiencies that allow Medicaid to help individuals maintain access to critical treatments, thus preventing from disease progression and will continue this work to ensure that these services for this population continue This demonstration includes two groups, those who are MaineCare eligible and identified as HIV-positive individuals who are at or below 133 percent of the federal poverty level (FPL), and demonstration enrollees who do not meet the eligibility requirements of MaineCare, but who are HIV-positive and are at or below 250 percent of the FPL.

The MaineCare HIV/AIDS 1115 Demonstration waiver completed its eighteenth demonstration year (DY18) in December 2020. This report includes data and materials that highlight our activities for this year. 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 as CMS requested that DY11 be reported as a six-quarter year.

Enrollment

Below is a summary of enrollment, by month, from DY14 to DY18 (calendar year 2016 – 2020). At the conclusion of the eighteenth year, there were 298 demonstration enrollees in the program and 484 MaineCare members enrolled. The Nurse Coordinator monitors all MaineCare members with HIV/AIDS, in addition to those who receive services through the demonstration waiver.

Note: in DY17, the demonstration waiver transitioned approximately 30% of its enrollees to full MaineCare through MaineCare expansion, which went live on January 1, 2019, with retroactive coverage back to July 1, 2018. Although the total number of members has not measurably changed with MaineCare expansion, there has been a large shift between the two eligibility groups evident in both DY17 and DY18 data. In DY16, just over 40% of enrollees were on MaineCare each month. This percentage increased steadily to over 57% by the end of DY17, and again to almost 62% by the end of DY18. Maintenance of Effort requirements associated with the COVID-19 Public Health Emergency may also have contributed to the continued shift in enrollment toward MaineCare, as members who may have otherwise been disenrolled from MaineCare and shifted to, for example, the demonstration group, instead maintained their MaineCare eligibility.

Count of Members by Group at the End of Each Month

Month	DY14 Demonstration Enrollees	DY14 MaineCare Members	DY14 Total	DY15 Demonstration Enrollees	DY15 MaineCare Members	DY15 Total	DY16 Demonstration Enrollees	DY16 MaineCare Members	DY16 Total
January	464	314	778	450	313	763	446	312	758
February	467	323	790	452	314	766	446	310	756
March	461	316	777	457	317	774	454	308	762
April	461	313	774	456	314	770	456	309	765
May	460	313	773	456	314	770	458	306	764
June	463	307	770	450	320	770	457	312	769
July	457	310	767	453	315	768	458	312	770
August	453	314	767	447	311	758	457	315	772
September	463	316	779	449	312	761	460	317	777
October	462	312	774	449	311	760	465	315	780
November	458	313	771	445	311	756	458	312	770
December	456	312	768	442	314	756	463	311	774
Annual Unduplicated Count	561	386	903	537	377	860	541	380	872

**unduplicated counts do not account for retroactive eligibility changes*

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

**unduplicated counts do not account for retroactive eligibility changes*

Out of the 298 demonstration enrollees who were enrolled at the end of DY18, 254 (85%) were male and 44 were female. Out of the 484 MaineCare members enrolled at the end of DY18, 344 (71%) were male and 140 were female. A breakdown of gender and age by month shows an increase of 155 demonstration waiver enrollee males from the beginning of DY14 to the end of DY18, while the number of women decreased by 11. In the MaineCare population, there was an increase of 142 males and an increase of 28 females. **See Attachment O: Count of Members by Gender and Age at the End of Each Month.**

Distinct member counts by quarter show that 79 (37%) of the original 211 cohort members were enrolled in the last quarter of DY18. Of these, 69 members were included in the MaineCare group and 10 members were moved to the demonstration group. **See Attachment A: Distinct Member Counts by Quarter.**

Demonstration Cost Neutrality Cap

The algorithm used to determine the existing HIV-positive MaineCare members included in the cost-neutrality cap was initially run on July 1, 2002. Two hundred nineteen members were identified and will be the cohort of members included in the cost-neutrality cap throughout the years of the demonstration. At the end of each month, the algorithm is re-run to determine additional HIV-positive MaineCare members to include in the cost neutrality cap. The end of the first quarter in DY01 had 211 members in the cohort, while the end of the last quarter of DY18 had 79 members, which is a decrease of 132 members (-63%). Disenrollment, moving to the demonstration group, moving out of the state, and death are the reasons for the decline in the cohort member group. **See Attachment A: Distinct Member Counts by Quarter.**

Total members under the cap were 782 in the month of December 2020, which was the end of the demonstration year. **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 DY18 as the cost of patient care is not projected to exceed the project allotment; however, the State may institute a cap in the future should the budget estimates indicate costs will exceed the project allotment.

Outreach

There were many outreach activities that MaineCare staff conducted 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 Center for Disease Control and Prevention (CDC) for ADAP and Ryan White assistance.

- The Nurse Coordinator's and Program Manager's continued participation on the HIV Advisory Committee (HIVAC). HIVAC's purpose is to "advise the Office of the Governor and State, federal, and private sector agencies, officials, and committees on HIV-related and AIDS-related policy, planning, budgets, or rules on behalf of those individuals infected by, at-risk for, or affected by the human immunodeficiency virus in Maine."

- Distributing enrollment applications to all DHHS offices, Primary Care Provider (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.

- Continuing with follow up and outreach on Emergency Department (ED) usage that incorporates daily ED data from HealthInfoNet (HIN) in addition to a regular monthly report process that uses claims data.

- Participating in the Center for Disease Control and Prevention's (CDC) Maine HIV/AIDS Advisory Board (MeHAAB) meetings. CDC is required to have a planning process that includes development of a comprehensive plan and the establishment of a "planning body." This committee contributes to HIV prevention, care, and treatment service delivery through developing strategic collaboration among stakeholders. MeHAAB is a broad group of partners and stakeholders including federal, state, and local HIV/AIDS government entities, programs, organizations, and other stakeholders that are engaged in prevention planning, improving the scientific basis of program decisions, targeting resources to those communities at highest risk for HIV transmission and acquisition, and addressing disparities in health outcomes along the HIV Care Continuum.

- Participating in the Office of Minority Health - Community Program to Improve Minority Health Maine DHHS Collaborative Partnership. One goal of this grant is to increase the percentage of Black or African American people living with HIV who are linked to and retained in HIV medical care and are virally suppressed. Partners on this grant include the Maine Access Immigrant Network (MAIN), Ryan White Part B Case Management Providers, Ryan White Part C Providers and the Office of MaineCare Services.

- Participating in the CDC's Clinical Quality Management (CQM) committee. This committee meets quarterly and is a Health Resources and Services Administration (HRSA) requirement to improve care, health outcomes and satisfaction.

- Sending 746 birthday letters to members in DY18. Birthday letters encourage members to stay in good health by setting up their necessary cancer screenings and immunizations (such as the Influenza vaccine).

- Sending introductory letter, PCP inquiry letter, and consent form to 77 new and re-joining members.

- Sending the 2019 HIV Provider Survey, an annual survey, to 336 providers, including PCPs and infectious disease specialists.

- Sending a second mailing of the 2019 HIV Provider Survey to those who did not respond to the first mailing. This mailing was sent to 262 providers. In total, we received a 34% response rate, compared to 36% in 2018.

- Sending the 2019 Member Satisfaction Survey, an annual survey, to 737 members. The 2019 survey was changed considerably to gather new data from participants to help guide internal care management efforts and to use in the waiver's evaluation plan. Many new questions were added as an effort to track differential experiences by race, ethnicity, gender, sexual orientation, and language. In addition, the survey was designed to be aesthetically pleasing and easier to fill out.

- Sending a second mailing of the 2019 Member Satisfaction Survey to 468 members who did not respond to the first mailing. Due to the relatively low rate of response to the first mailing (approximately 40%), we completed a second mailing in attempt to improve the original response rate. This increased the sample size to a much more adequate number of 389 respondents. In total we received a 53% response rate, compared to a 43% response rate in 2018. Three hundred fifteen follow-up calls were made by the Nurse Coordinator to members who expressed issues or concerns on their surveys.

- Sending the mammography reminder letter and informational palm card to 78 members.

- Sending the cervical exam reminder letter and informational palm card to 127 members.

- Sending the semi-annual lab request letter to 19 infectious disease specialists. This mailing goes to the providers with members for whom MaineCare Services needs CD4 and viral load data (because we were unable to get recent results from the CDC).

- Sending a follow up lab request letter to six providers who did not respond to the first mailing.

- Sending 64 provider survey follow up education packets to providers who indicated areas of unfamiliarity on their annual provider survey.

- Sending the program's poster and brochure to approximately 1,000 sites across the State. Sites included soup kitchens, homeless shelters, doctor offices, case management agencies, hospitals, and local DHHS offices.

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 attending a webinar titled *Ongoing Challenges with MAT & Recovery during this Public Health Emergency*. This webinar was organized by Qualidigm (the state's Quality Improvement Organization) and MaineCare. Presenters included Elisabeth Fowlie Mock, MD, MPH, and Alane O'Connor, DNP. This webinar highlighted timely information on providing Medication-Assisted Treatment (MAT) during a time of Public Health Emergency. By attending this session, participants learned: how to implement changes to prescribing, screening and MAT workflows to accommodate social distancing, how to best to support persons in recovery (especially early recovery), and about available resources/services for MAT/telehealth support.

- The Program Manager and Nurse Coordinator attended the Governors 2nd Annual Opioid Response Summit. The annual summit is part of the state's commitment to fighting the opioid epidemic, and convenes leaders from around Maine to share ideas, strategies, and best practices to help Maine people affected by this crisis. The summit's theme, "Compassion,

Community, Connection," reflects the personal and societal challenges of substance use disorder and the conditions needed to advance and support recovery. Dr. Vivek Murthy, 19th Surgeon General of the United States and author of *Together: The Healing Power of Human Connection in a Sometimes Lonely World*, will delivered a fireside chat. Dr. Murthy issued the first Surgeon General's Report that called for expanded access to prevention and treatment and recognizing addiction as a chronic illness rather than a moral failing. The first 550 registrations received a free hardcover copy of *Together: The Healing Power of Human Connection in a Sometimes Lonely World*.

- The Program Manager and Nurse Coordinator attending the monthly Governor's Office Opioid Response Seminar Series. Monthly series covered topics such as prevention of substance use disorders and programs in Maine that are available to help individuals with substance use disorder. The one-hour series is moderated by Gordon Smith, Director of Opioid Response for the State.

- The Nurse Coordinator attending *Harm Reduction Access in Rural Maine*. The speaker was Dr. Thakarar from Maine Health. She spoke about the increase of deaths in Maine from drug overdoses and how to change the stigma from drug users to substance dependence. Maine is increasing the clean needle programs to help mitigate the reuse of needles, decreasing the infections from reuse. Dr. Thakarar also spoke about the number of Mainer's that are feeling alone and depressed during the pandemic; to cope individuals who have substance dependence are injecting more of the substance and the overdose rate is increasing.

- The Nurse Coordinator attending *Partnership to End Addiction: Maine Community Education Train the Trainer.* A presentation titled *Heroin and Other Opioids: from Understanding to Action* was given. Attendees learned what each drug consists of, the mixtures of several opioids, and gained insight on why an individual might choose the drug they do. Participants also received an overview of the opioid crisis and an outline of the actions that can be taken to address these issues. Finally, the presentation gave ideas on how to organize and deliver presentations about the crisis and where to access online information to educate within the community.

- The Nurse Coordinator attending a presentation titled *Reprogramming Infectious Disease from HIV to COVID*. This presentation provided information on how scientists research reprogramming the immune system to work together with the cells to fight disease. Experimental medications have been used to reprogram the immune system to help with HIV, which have shown some promising results. The new approach is to reprogram the immune system to fight COVID- 19, which will involve modifying the body's own response to infection.

Provider Network and Transportation Challenges

Demonstration enrollees continued to use the same network of providers as MaineCare members, for both primary care and specialty care. There are 409 distinct providers (primary care providers and infectious disease specialists) currently seeing the enrollees and active members. These providers are located throughout all sixteen counties.

We have learned from our surveys that some members find the traveling distance from rural Maine to a more populated area, such as Bangor, for an infectious disease specialist very challenging. MaineCare covers the cost of Non-Emergency Transportation (for both members and demonstration enrollees) but time and health conditions make travel difficult for some members. Children continue to have access to two of the most widely used infectious disease pediatric practices in Maine. One pediatric provider prefers that her patients go to Massachusetts General Hospital one to two times a year for evaluation and follow-up.

Quality Assurance

One of the demonstration waiver's goals is to delay disease progression by following up with members and providers through various activities. **Please note that this report maintains the year-to-year comparisons for consistency in data trending.**

Activities in DY18 included:

- Contact data and call tracking – Incoming and outgoing contacts (phone calls, emails, letters, and faxes) to members, case managers, and providers are tracked and maintained in the database, allowing us to determine the types of services utilized. The total of incoming and outgoing contacts increased by approximately 39% in the eighteenth year. In DY17, we attributed staffing changes to a lower number of total contacts. In contrast, we now attribute this increase in DY18 to maintaining consistent staff that have become efficient and fully cross trained. The three highest service contact categories in DY18 were case management services, compliance and adherence, respectively. **Attachment C: Contact Tracking Summary.**

- Adherence calls are made to members, based on prescription pick-up dates.

- Compliance calls are made to members, based on late or no-show pick-up dates of medications. These calls are grouped by CD4 results so the Nurse Coordinator can prioritize her calls to those with the lowest CD4 count.

- Contact with providers and case managers, as well as the Office of MaineCare Services Provider Relations and Policy units to assist with benefit and policy questions and billing issues.

- Survey of all members living with HIV/AIDS regarding quality of life and satisfaction was conducted in September 2020.

- Survey of all providers working with HIV/AIDS MaineCare members regarding provider needs and satisfaction was conducted in March 2020.

- Collected clinical data (viral loads and CD4s) from CDC and providers to show health status and track disease progression.

- Complaint Report. See the Complaint/Grievance section of this report on page 17 and Attachment N for more information.

Additional Information on Data Reported in the Attachments:

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

Opportunistic Infections (OI)

There were 365 distinct demonstration waiver enrollees during DY18. Distinct MaineCare members totaled 571. Distinct member counts are higher than end of the year counts as they capture everyone who was a member during the year.

The most common OI was strep and staph and gram-negative septicemias with seven demonstration enrollees and 12 MaineCare members diagnosed, or 1.93% and 2.14%, respectively. The next two most prevalent conditions were herpes zoster and herpes simplex, as well as viral and bacterial pneumonias. Herpes zoster and herpes simplex was seen in four demonstration enrollees and 13 MaineCare members, or 1.10% and 2.32%, respectively, and viral and bacterial pneumonias were seen in five demonstration enrollees and 11 MaineCare members, or 1.38% and 1.96%, respectively. These top three OI's only differ from DY17's top OI's in their order of prevalence. Additional information is available in **Attachment G: Number of Distinct MaineCare ID's and Claims with Opportunistic Infection Diagnosis.**

While there are many AIDS defining conditions, the 10 we look for are actinomycosis, coccidiosis, cryptococcosis, cryptosporidiosis, opportunistic mycosis, oral hairy leukoplakia, other named variants of lymphosarcoma, other specified infections and parasitic diseases, salmonella diseases, and strongyloidiasis. Out of these 10 AIDS defining conditions, there were no cases in DY18.

Women's Healthcare

Two hundred and seven distinct women, 18 years and over, were enrolled as demonstration enrollees or MaineCare members. Of these, fifty were demonstration enrollees (24%), and 157 were MaineCare members (76%).

Eighty percent of female demonstration enrollees were age 40 or over. Seventy-three percent of female MaineCare members were age 40 or over. Fourteen percent of female demonstration enrollees and 17% of female MaineCare members were screened for breast cancer using mammography. Fourteen percent of female demonstration enrollees and 17% of female MaineCare members were screened for cervical cancer. Approximately 53% of our members (77% of demonstration enrollees and 38% of MaineCare members) have other primary coverage,

either Medicare or a private plan. For these members, their primary coverage often pays for these services, so these percentages are likely artificially low. MaineCare Services has no way to track, monitor, or count those claims. **Refer to attachment H: Number of Distinct MaineCare IDs and Claims for Women's HealthCare**

Tuberculosis Testing

There were 52 MaineCare members and 18 demonstration enrollees who had a claim for a tuberculosis test in DY18. **Refer to attachment G: Number of Distinct MaineCare IDs and Claims with Opportunistic Infection Diagnosis**

Utilization of Services

Utilization of services was tracked by category of service, number of distinct members, and per member per month costs from the beginning of the program to the end of SFY 2010. As of DY09, service utilization has been tracked using allocation provider type claim instead of category of service.

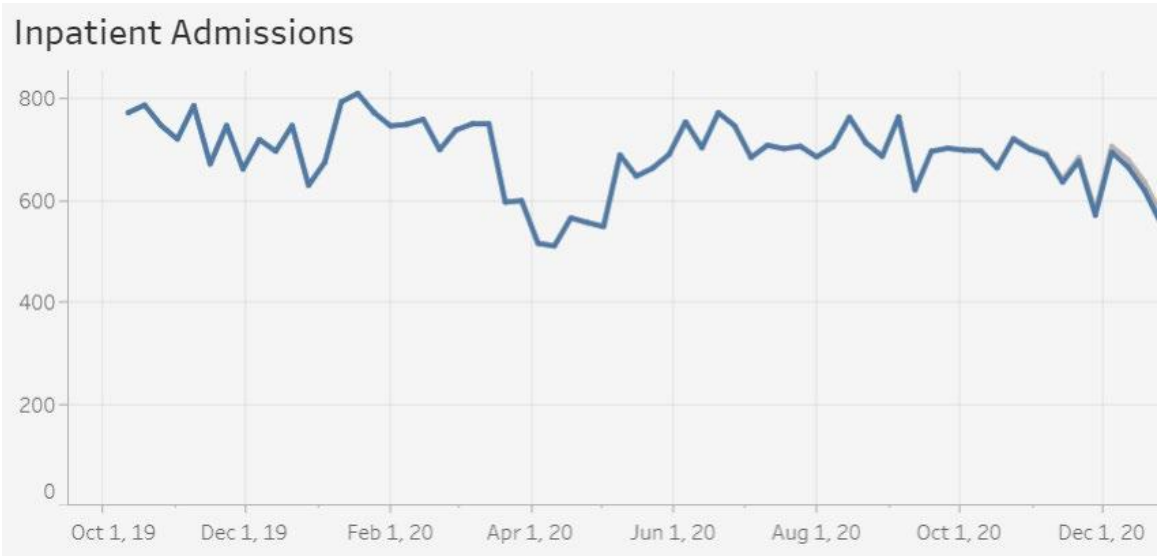
During DY18, the total amount spent on services per demonstration enrollee was $1,198 per month (a 24% decrease over DY17). The total amount spent on services per MaineCare member was $2,413 per month (a 2% increase over DY17). **Refer to attachment I: Amount Spent by Provider Type Claim and the Number of Users**

Hospital Utilization Rates

Emergency Department (ED) Services - 92 (25%) demonstration enrollees received ED services during DY18, compared to 198 (35%) of MaineCare members. This compares to 25% and 41%, respectively, for DY17. ED utilization for the total MaineCare population dropped dramatically in 2020 due to the COVID-19 pandemic, as shown in the chart below. The HIV waiver data would seem to indicate that waiver enrollees were not as sensitive to the impact of COVID-19 on ED utilization as the general MaineCare population. The top ED diagnoses were chest pain, unspecified abdominal pain, and nausea with vomiting (compared to unspecified chest pains, chronic obstructive pulmonary disease, and alcohol abuse with intoxication in DY17.)In an effort to reduce non-urgent ED use, the Nurse Coordinator and other waiver staff continue to outreach to members and/or their case managers after an ED visit to reinforce the roles of PCPs and Infectious Disease Specialists. When necessary, waiver staff will also meet with members and their providers to come up with an individualized plan that will remove barriers and address the members unmet needs.

- Physician Visits - 293 (81%) demonstration enrollees were seen by a physician during DY18, compared to 517 (92%) MaineCare members. Demonstration enrollees had a 0% change and MaineCare members saw a decrease of 2% in visits compared to DY17. Given the impact of COVID-19 on general healthcare utilization, especially in the early months of the pandemic, this modest decrease is positive news.

- General Inpatient Services - 29 (8%) demonstration enrollees were admitted to the hospital during DY18, compared to 54 (10%) MaineCare members. By comparison, demonstration enrollees' usage was 11% in DY17, while MaineCare members was 16%. This decrease in inpatient utilization is directionally consistent with the decrease observed for the overall MaineCare population, as evidenced in the chart below. The most common reasons for demonstration members' hospital admissions were sepsis (from an unspecified organism), major depressive disorder, enterocolitis due to clostridium difficile and viral intestinal infection, unspecified. The most common reasons for MaineCare members' hospital admissions were sepsis (n from an unspecified organism) and HIV.



- Inpatient Behavioral Health Services - There were two demonstration enrollees and two MaineCare members who used inpatient behavioral health services during DY18. On December 22, 2020, the Centers for Medicare and Medicaid Services (CMS) and the Office of MaineCare Services (OMS) announced CMS's approval of Maine's 1115 Demonstration Waiver allowing Maine to expand access to substance use disorder treatment by increasing the bed capacity limit for Section 97, Appendix B Private Non-Medical Institution (PNMI) SUD treatment facilities. As a result of this change, we anticipate an increase in residential treatment capacity services, specifically for the MaineCare member population. **Refer to Attachment K: Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Claims and Users and Attachment J: Top 10 Hospitalization Reasons.**

Adherence to Therapy

Medication compliance calls made by the Nurse Coordinator to members and/or their case managers totaled 1,029 for DY18. Compliance calls are structured to provide interventions for members in various groups, based on their CD4 count. Medication adherence calls totaled 703 for DY18. Barriers continue to be identified and, where possible, removed.
Refer to Attachment C: Contact Tracking Summary

Death Rates

Sixteen demonstration enrollees or members died during DY18. Of the deceased members, four were demonstration enrollees, a decrease of seven from DY17, and 12 were MaineCare members, which represented an increase of two over DY17. A total of 260 members have died since the beginning of the demonstration project. One hundred and sixty-seven of the deaths were MaineCare members and ninety-three were demonstration enrollees. **Refer to Attachment L: Deceased.**

Disenrollment

Forty-four demonstration enrollees moved to receive full MaineCare services, three enrollees re-enrolled as 5Bs (demonstration enrollees), 26 demonstration enrollees are no longer enrolled in the waiver, and four demonstration enrollees died during DY18. **Refer to Attachment M: Disenrollment tracking for Demonstration Group.**

Accomplishments

The HIV waiver program has undergone several changes in recent years. Some of these changes include: the implementation of new (and changing existing) reports to ensure timely follow-up with members and their providers; access to new data systems that allow for more effective care management; the development of Key Performance Indicators (KPIs) to measure, track, and

trend the program's performance; multiple staffing changes; and adoption of a completely new member survey.

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

- Maine has continued to make improvements with care management and cost saving initiatives. Demonstration enrollees Emergency Department (ED) use in DY18 remained at 25%. In addition, MaineCare members ED use in DY18 was 35%, compared to 41% in DY17. Care management efforts have focused on ensuring all members have a primary care provider and access to other needed services to avoid unnecessary ED use.

- Of the member survey respondents that reported speaking with the Nurse Coordinator, eighty-three percent indicated that the call they received was very or extremely helpful.

- Continued to increase statewide awareness of the existence of the waiver.

- Continued to increase collaboration and interaction among the Office of MaineCare Services, the Office for Family Independence, Maine CDC (including Ryan White), AIDS service organizations (case management), and the AIDS Drug Assistance Program (ADAP).

- Continued to use analysis and findings of feedback from provider and member surveys to ensure effective customer service and provide educational outreach to respondents of the surveys when the responses indicate that more information is needed or requested.

- Continued to maintain and update a unique database that allows tracking of members' providers, call notes, eligibility information, letters, call notes, and disease progression.

- Improved medication adherence and compliance follow up with members. The Nurse Coordinator is targeting calls to members with high viral loads or low CD4 counts.

- Continued to work with providers to collect members' lab data (CD4 and viral load) when it wasn't available through Maine CDC.

- Collaborated with MaineCare's pharmacy manager and our contracted Pharmacy Benefit Manager to ensure members, providers, and pharmacies have up-to-date information which allows for the proper prescribing and access to needed medications.

- Ensured all members are linked with an infectious disease specialist and PCP within their area.

- Continued to update and maintain a provider listserv where HIV medication updates, Preferred Drug List changes, and training opportunities can be shared with providers.

- There have been quality assurance report improvements:

- In DY15, a new process and report was created for monitoring and following up on ED usage. In addition to using claims data, we started to include daily data reports from HealthInfoNet (Maine's designated Health Information Exchange). This new process allows for timelier follow-up with members. Several fields were added to the report to make it more informative for the Nurse Coordinator, including a six-month look back which allows for a more complete member profile. We have continued with this new process since it has worked so well.

- A new report was designed to identify all enrolled members who have not been contacted by the Nurse Coordinator in the calendar year. This report ensures that every member receives some form of contact from the program at least once a year.

- A report was created to show all members that we have attempted to reach compared to members (or their designees) that we spoke with. This allows us to track occurrences of conversations rather than outreach attempts where no real contact was made.

- Worked with case managers and the ADAP to provide intervention to members in the month of their MaineCare review to prevent members from "cycling off" and having a lapse in their health care coverage.

- Continued to send educational packets to providers who indicated a lack of awareness on certain topics such as the demonstration waiver, Ryan White, ADAP, and the Maine AIDS Education and Training Center.

Policy and Administrative Overview

Co-payments and premiums (for waiver enrollees)

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

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

- The Maine ADAP pays deductibles, premiums, and co-pays (for medications on the ADAP's formulary). This coverage wraps around MaineCare, Medicare Part D, and private insurance. The ADAP covers medications to treat HIV, mental illness, high blood pressure, high cholesterol, hepatitis, diabetes, thyroid disease, heartburn, nausea, diarrhea, antibiotics, contraceptives, estrogen, and vaccines. The full ADAP formulary can be found at: http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/provider/documents/adap-quarterly-formulary.pdf.

- The ADAP assists with co-pays in the following way:
  - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare (up to $10 per 30-day supply).

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

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

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

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

COVID-19 Strategies and Policy Changes

MaineCare has taken a variety of approaches to ensure that our members have been able to maintain access to critical health and mental health services during the COVID-19 pandemic by supporting both our members' needs as well as those of our providers. The following two tables show our efforts to support members and providers.

Efforts to support our members' ability to maintain access to services:	
COVID-19 Testing	• Coverage for MaineCare members, Emergency MaineCare, and special benefit for uninsured individuals • Over 177,800 MaineCare members have been tested to date
Ensuring Ongoing Access to Health Care	• Waiving copays and extending Prior Authorizations (PAs) • Ensuring safe utilization of Non-Emergency Transportation (NET) • Allowing early and 90-day Rx refill, as appropriate. • Statewide outreach campaign to educate members about telehealth options available to them, with specific focus on mental health/SUD services and children's health.

Efforts to support providers and minimize the pandemic's fiscal effects so they can serve members:	
Payment Supports	• Temporary rate increases to congregate care facilities and HCBS providers

	• One-time special hospital supplemental payment • Early implementation of rate increases for personal support services, medication management, and certain children's community-based behavioral health services • Behavioral health incentive per member per month payments for community-based services (July and August) • Children's health incentive per member per month payments for dental and preventive primary care (September – December) • Special rate increases for facilities experiencing outbreaks.
Increased Access through Telehealth	• Enabling Telephone-Only Evaluation and Management services • Well-child visits • Prescriptions, including MAT • Addition of codes so dental practices can bill for triage and screening services conducted via telehealth

At its highest point during the pandemic, when many in-person healthcare services were not available, MaineCare saw a 900-fold increase in telehealth use by MaineCare members to 90,000 claims per week. Utilization rose again with the surge in cases, reaching over 80,000 in December 2020. Based on data from the Centers for Medicare and Medicaid Services, Maine was one of the two states leading the nation children's access to services via telehealth between February and July 2020. In the upcoming DY, MaineCare plans to focus on the following three areas:

- Emerging disparities in COVID vaccination rates by rural/ urban, race/ ethnicity, and socioeconomic status.
- Ensuring children get caught up on preventive care, including non-COVID vaccinations.
- Impact of the end of the Public Health Emergency on:
    - Access to coverage, as Maintenance of Effort requirements expire
    - State fiscal health, as enhanced Federal match expires

Complaints/Grievances

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

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

3. Direct calls, emails, or written correspondence is also made to the Nurse Coordinator and Program Manager.

All the complaints, concerns, or questions received are entered into an electronic tracking system for resolution and tracking. In DY18, there were no complaints, which is consistent with most years. **Attachment N: Nurse Coordinator Complaint Log.**

Evaluation Activities

Annual Summary of Progress December 2020 - February 18, 2021

Key Milestones Accomplished

In August of 2020, the Department of Health and Human Services, Office of MaineCare Services issued a Request for Proposal (RFP) for the procurement of an independent evaluator for the HIV Demonstration evaluation. Proposals were received September 24, 2020 and an award was made to Pacific Health Policy Group (PHPG). A contract was fully executed and PHPG received authorization to begin work on the HIV Demonstration Evaluation Design on December 30, 2020.

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 provider 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.

The Evaluation Design 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 through 3 below.

Table 1: Improving Access to Healthcare Services Research Questions and Evaluation Activities

Improving Access to Continuous Healthcare Services	
Hypothesis #1: Improving access to continuous healthcare services will support enrollees in seeking routine care.	
Research Questions	Evaluation Activity
1. What is the relationship between patients' perception of access to care and routine medical visits?	PHPG will compare results on each measure across years and demographic characteristics of members. Where national benchmarks are available, such as CDC Monitoring Project Reports (viral load suppression, PDC), PHPG will compare Maine performance to national benchmarks.
2. What percentage of Demonstration participants are meeting CDC recommendations for viral load monitoring?	
3. What percentage of patients are meeting the recommendations for HIV RNA control?	
4. What percentage of Demonstration participants are	

meeting the threshold for medication adherence (Proportion of days covered - PDC)?	
5. What is the relationship between medication adherence and self-efficacy for medication management?	

Table 2: Arresting the Progression of HIV Status Research Questions and Evaluation Activities

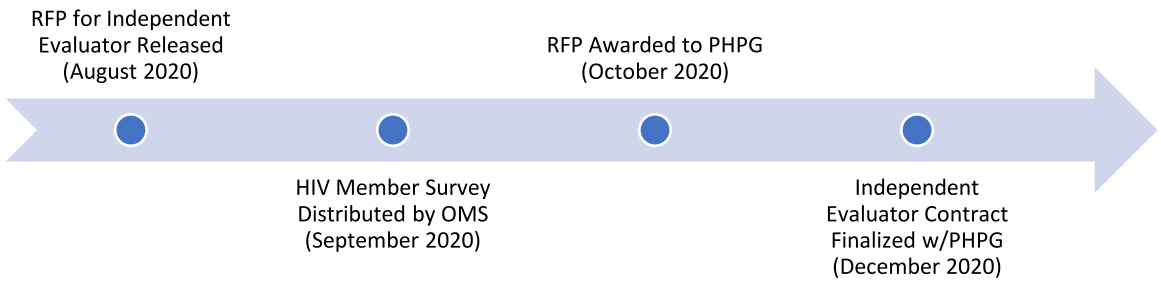
Arresting the Progression of HIV Status By Provider Early and Optimal Care Coupled With High Quality and Cost Efficiency	
Hypothesis #2: Greater access to early, high quality care will slow disease progression in HIV waiver enrollees and improve overall health status.	
Research Questions	Evaluation Activity
1. How have rates of emergency department (ED) visits and hospitalizations changed over time for Demonstration participants?	PHPG will compare results on Medicaid Core Set measures for utilization (all-cause ED visits and hospital admissions) across years and demographic characteristics of members. We will examine the relationship of ED and hospital utilization to quality measures (viral load suppression, PDC) and member survey responses.
2. What is the relationship between self-rated health status and acute health incidents, such as ED visits and hospitalizations?	
3. Do those who meet treatment guidelines (routine visits, PDC threshold and HIV RNA control) have fewer acute health incidents (ED visits, hospitalizations)?	

Table 3: Expanding Coverage Research Questions and Evaluation Activities

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	Evaluation Activity
1. How has enrollment of Mainers eligible for HIV services changed over time?	PHPG will analyze enrollment trends, length of time participating in services, health related quality of life and general health measures. We will analyze trends over time and by demographic characteristics of members.
2. What is the relationship between self-rated health status and health-related quality of life and length of participation in the Demonstration?	

Figure 1 offers an overview of evaluation activities accomplished in 2020.

Figure 1: Evaluation Activities Accomplished in 2020.



Quarter #1 2021 Milestones

An evaluation project work plan was completed during January 21, 2021 consisting of three Task Areas:

Task Area 1: Project Management and Approval;
Task Area 2: Data Collection, Cleaning and Analysis; and
Task Area 3: Reporting and CMS Follow-up.

Accomplishments to date for each Task Area are provided below.

Task Area 1 Project Management and Approval: A Project Team has been established including the HIV Program Manager; MaineCare Care Coordination Manager, MaineCare Medical Director, and a Data Analytic Team representative. The Project Team also includes the PHPG Project Manager and Operations Manager. The team has established a schedule of monthly meetings.

An initial contract meeting was held January 11, 2021, followed by a project initiation meeting January 20th. The first monthly project meeting was held February 3rd.

PHPG met with staff from the University of Southern Maine's Office of Research Integrity and Outreach (ORIO) regarding STC #15. STC #15 of the HIV Demonstration agreement grants the State of Maine an exemption from the Common Rule under 45 CFR 46.104(b)(5). PHPG completed paperwork for University of Southern Maine's IRB determination process. The ORIO provided PHPG with written determination that an IRB review was not needed. Evaluation documents were placed on file with the ORIO to proactively address any potential stakeholder inquiries.

Task Area 2 Data Collection, Cleaning and Analysis: PHPG project staff have been developing specifications for data extracts and a data tracking tool. PHPG statisticians have reviewed the project plan to define detail needed to perform required analysis. Evaluation data types, measures, and the measurement period are provided in Table 4 below.

Table 4: Evaluation Date and Measure Summary

Data Type	Description	Measurement Period
Member Survey	General Health Status (Healthy People 2020)	12 months
	Health-related Quality of Life (Behavioral Risk Factor Surveillance System)	12 months
	Patient Perception of Accessibility of Care (Medical Expenditure Panel Survey)	12 months
	Medication Management (PROMIS)	12 months
Administrative	HIV Viral Load Suppression (NQF #2082)	12 months
	RNA Control for Patients with HIV	12 months
	HIV Medical Visit Frequency (NQF#2079)	24 months
	Proportion of Days Covered (Pharmacy Quality Alliance PDC-ARV)	12 months
	All Cause ED Visits (AMB-HH)	12 months
	All Cause Inpatient Admissions (IU-HH)	12 months

Task Area 3 Reporting and CMS Follow-up: PHPG has completed project documentation as required for the first two months of project implementation.

Challenges Encountered and How Addressed

No challenges have been identified to date.

Results to Date

Evaluation results for Demonstration years one and two are not expected until January 2022.

Audits, Investigations and Lawsuits

During DY18, there were no lawsuits or legal actions that impacted the demonstration waiver. Two of the five HIV Targeted Case Management agencies that had open audits with Program Integrity in DY17 are still going through the appeal process.

Financial Performance

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

Financial standards and metrics are established for all financial aspects of the demonstration waiver program as a requirement of financial performance and general financial requirements.

The Office of MaineCare Services closely monitors both quarterly member counts and overall expenditures through quarterly and annual budget reviews. A review from DY13 to DY17 demonstrates consistent member counts as well as annual expenditures; however, Medicaid Expansion did affect the DY18 annual expenditures and member counts.

The unduplicated member count in DY13 was 556, DY14 was 561, DY15 was 537, DY16 was 541, and DY17 was 478, an 11.6% decrease from DY16. Quarterly enrollments were relatively constant. During DY18, the annual unduplicated member count was 336, a decrease of 142 or 30% from DY17. The projected member counts should remain constant based on the DY18 member counts, but future projected member counts will also be monitored.

Annual expenditures decreased over 34% (by $2,052,852) between DY17 and DY18 from $5,955,097 to $3,902,243. This is consistent with overall trends for MaineCare associated with lower healthcare utilization under COVID-19. An expenditure increase of 3% is projected as a result of the increased member counts and inflation at this point in time. According to the HIV Budget Neutrality Excel Spreadsheet/Maine DY19, the projected expenditures were established at $16,361,338. But based on Medicaid Expansion, these projected expenditures will be revisited.

The per member per month expenditures remained constant from DY13 through DY17. The DY17 per member per year (PMPY) expenditure was $11,474. The DY18 PMPY expenditure was $7,121, representing a 38% decrease. The PMPM amount decreased from $956 in DY17 to $593 PMPM in DY18. These reductions were likely related to lower healthcare utilization under COVID-19, and MaineCare anticipates that these amounts will begin to rebound in DY19. The projected member counts should remain constant based on the DY18 member counts, but future projected member counts will also be monitored.

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 DY18 (through December 31, 2020). In addition, the program continues to show that projected budget neutrality will continue into DY19 and DY20. Updates of the quarterly budget neutrality statements for each future quarter will continue. Expenditure changes within the demonstration waiver due to Medicaid Expansion and COVID-19 will continue to be monitored as well as member counts. It is expected that the program will remain budget neutral.

Legislative Developments

During DY18, there were no legislative developments that impacted the HIV demonstration.

Summary

Over the course of the 18 years of this demonstration, the Office of MaineCare Services has continued to improve access to medical services for Maine residents. The 1115(a) demonstration waiver has provided medical services to 365 demonstration enrollees. In addition, 571 MaineCare members had the benefit of enhanced care coordination. Personal contacts were made through various meetings with the Center for Disease Control and Prevention, including ADAP and Ryan White Part B, and targeted case management agencies, and the Office for Family Independence. Outreach also involved educational trainings and site visits with providers, including newly hired case managers. Posters and brochures continue to be distributed throughout the state to Office for Family Independence regional offices, pharmacies, physician offices, hospitals, municipalities, soup kitchens, schools, homeless shelters, and family planning agencies, to broaden awareness within communities and allow for timely access to coverage and care. In DY17, the demonstration waiver transitioned approximately 30% of its enrollees to full MaineCare coverage as a result of MaineCare's Medicaid expansion. In DY18 we saw a continued but more modest transition as more individuals were moved from the demonstration waiver to the Medicaid expansion population. These individuals were not previously eligible for full coverage due to income and/or lack of a qualifying eligibility category. These members now benefit from reduced cost sharing, including lower copayments and no premiums, and have access to a more comprehensive benefit package (including dental, durable medical equipment, chiropractic services, home health and hospice). We look forward to working with our evaluation team so that we can learn more about the various aspects of the demonstration on the outcomes of the population who receive the services.

Attachment B
Outreach Letters

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

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

December 12, 2019

Dear MaineCare Member,

We wish you a happy birthday!

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

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

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

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

Sincerely,

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

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

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 Kelly Cote and I am a nurse working for MaineCare. I have been hired to help members who need help getting care. These are some of the areas that I can help with;

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

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

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

Sincerely,

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

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
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Maine Department of Health and Human Services
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TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

DATE

Dear MaineCare Member,

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

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

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

Sincerely,

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

Please return this part of the letter to me

Name:_____ MaineCare Number: _____
Infectious Disease Specialist Name: _____
Infectious Disease Specialist Address: _____
Primary Care Doctor Name: _____
Primary Care Doctor Address: _____

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

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

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

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

Date

Dear MaineCare Member,

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

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

Sincerely,

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

Janet T. Mills
Governor

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

DATE

Dear *Doctor Name*,

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

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

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

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

Sincerely,

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

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

DATE

Dear *Doctor Name*,

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

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

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

Sincerely,

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

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

DATE

Dear *(insert members name),*

My name is Kelly Cote and I am a nurse working for the MaineCare program. I have been unable to reach you by phone and I would like to speak with you about your health care.

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

Sincerely,

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

Janet T. Mills
Governor

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

DATE

Dear MaineCare Member,

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

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

Thank you for your time in this important matter.

Thank you for your time in this important matter.

Sincerely,

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

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

DATE

Dear MaineCare Member,

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

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

Thank you for your time in this important matter.

Sincerely,

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

Janet T. Mills
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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 Provider:

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

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

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

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

Sincerely,

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

Janet T. Mills
Governor

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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,

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

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner

Maine Department of Health and Human Services
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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 2018 MaineCare HIV/AIDS Provider Survey that you had some level of unfamiliarity with programs and resources that are available for people living with HIV/AIDS.

The area(s) you indicated were*:*

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

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

Thank you,

[redacted]

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

Attachment E
Waiver Surveys

MaineCare Provider Survey 2019 **Survey ID:**
HIV/AIDS Study- Help us help you

Provider Name: _____ Email Address: _____

1. Identify your practice specialty:

☐ Family/General Practice ☐ Internal Medicine ☐ Infectious Disease ☐ Pediatrics ☐ Other

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

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

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

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

4. Please identify the top three (3) barriers you feel affect treatment compliance with your HIV/AIDS patients.
Label your choices with a 1, 2 and 3 (1 being the biggest barrier)

☐ Decreased Cognition ☐ Mental Health ☐ Co-morbidities
☐ Pharmacy Issues ☐ Keeping Appointments ☐ Regimen Complexity
☐ Medication Affordability ☐ Transportation ☐ Side Effects
☐ Access/Affordability to Specialty Care ☐ Substance Use ☐ Language Barriers
☐ Other:

_____

5. Please indicate your awareness of the following:

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

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

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

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

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

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

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

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

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

MaineCare Member Survey

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

Questions 1 – 11 are optional.

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

- O Yes, Hispanic, Latino/a, or Spanish
- O No, not Hispanic, Latino/a, or Spanish ⟶ **go to question #3**

2. Which group best describes you? You may select more than one.

- O Mexican, Mexican American, or Chicano
- O Puerto Rican
- O Cuban
- O Another Hispanic, Latino/a, or Spanish origin: _____

3. What is your race? You may select one or more categories. If you select Black or African American or Asian, we will ask for more details in questions #4 and #5.

- O Black or African American ⟶ **please also answer question #4**
- O Asian ⟶ **please also answer question #5**
- O White
- O American Indian or Alaska Native
- O Native Hawaiian or Other Pacific Islander
- O Other: _____

⇨ Go to question #6

4. If you selected Black or African American on question #3, please indicate which group best describes you. You may select more than one.

- O Black
- O African American
- O African
- O West Indian
- O Other: _____

⇨ Go to question #6

Continue on next page

5. If you selected Asian on question #3, please indicate which group best describes you. You may select more than one.

- O Asian Indian
- O Chinese
- O Filipino
- O Japanese
- O Korean
- O Vietnamese
- O Cambodian
- O Other: _____

6. Are you a member of a federally recognized tribe? You may select more than one.

- O No
- O Yes, Houlton Band of Maliseet Indians
- O Yes, Passamaquoddy Tribe at Indian Township – Motahkomikuk
- O Yes, Passamaquoddy Tribe at Pleasant Point – Sipayik
- O Yes, Penobscot Indian Nation
- O Yes, Aroostook Band of Micmac Indians
- O Yes, a different Tribe: _____

7. Is English your primary language, meaning the language that you speak most often?

- O Yes ⟶ **go to question #9**
- O No ⟶ **go to question #8**

Continue on next page

8. What is your primary language, meaning the language that you speak most often?

- O Somali
- O Arabic
- O French
- O Portuguese
- O Spanish
- O Other: _____

9. What is your gender?

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

10. Do you identify as transgender?

- O Yes
- O No

11. What is your sexual orientation?

- O Straight/Heterosexual
- O Gay or Lesbian
- O Bisexual
- O Other: _____

Continue on next page

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

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

Comments:

_____
_____
_____
_____

13. From the list below, please choose the agency where you most recently received case management services.

- ○ Community Health and Counseling Services (CHCS)
- ○ Frannie Peabody Center (FPC)
- ○ Health Equity Alliance (HEAL)
- ○ Horizon Program
- ○ St. Mary's Regional Medical Center
- ○ I did not get case management services ➡ **go to question #15**
- ○ Other: _____

14. Please tell us if you agree or disagree with each of the following statements. Circle a number for each statement.

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

Continue on next page

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

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

16. What is your living situation today?

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

17. 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 didn't last and you didn't have money to get more.

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

18. 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 Days	5 to 9 Days	10 to 14 Days	15 to 19 Days	20 to 24 Days	25 to 30 Days

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

Continue on next page

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

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

- O Yes → **go to question #24 (next page)**
- O Don't know/ Does not apply to me → **go to question #24 (next page)**
- O No → **complete questions #22 and #23**

Only answer if you answered "No" on Question 21.

22. Which of the statements below best describes the main reason you were unable to get prescription medicines you or a doctor believed necessary? Please check one.

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

23. How many times were you unable to get the medicine you or a doctor believed necessary?

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

Continue on next page

24. Please rate your experience with medication use. Circle a number for each statement.

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

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

- O Yes → **go to question #28 (next page)**
- O Don't know/ Does not apply to me → **go to question #28 (next page)**
- O No → **complete questions #26 and #27**

Continue on next page

Only answer if you answered "No" on Question 25.

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

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

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

Medical Care

28. At any time in the last 4 weeks, did you need medical care for something other than coronavirus, but DID NOT GET IT because of the coronavirus pandemic? *Select only one answer.*

- O Yes
- O No

Continue on next page

Mental Health

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

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

Discrimination in Medical Settings

Please think about all the times in your life when you've gotten health care. When getting health care, how often have any of the following things happened to you because of your health status?

30. You are treated with less courtesy than other people.

- O Never
- O Rarely
- O Sometimes
- O Most of the time
- O Always

31. You receive poorer service than others.

- O Never
- O Rarely
- O Sometimes
- O Most of the time
- O Always

32. A doctor or nurse acts as if he or she thinks you are not smart.

- O Never
- O Rarely
- O Sometimes
- O Most of the time
- O Always

Continue on next page

33. A doctor or nurse acts as if he or she is afraid of you.

- O Never
- O Rarely
- O Sometimes
- O Most of the time
- O Always

34. Do you have the ability, and would you prefer to receive future surveys by email or text on a smart phone?

- O Yes (be sure to include email and/or phone number on question #35)
- O No

35. In general, how would you prefer to receive communications from MaineCare? Please print.

- O Mail
- O Email: _____
- O Text: (_____)_____-_____

Additional comments:

_____

_____

_____

_____

_____

Thank you!

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

Special Demonstration Benefits Project: Annual Reports For Demonstration Year 18
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 12/31/2020)
Hospital Claims Have been Adjusted According to Rate at Pay Date

Per Member Per Month (PMPM)

	DY09	DY10	DY11	DY17
Demonstration Enrollees 365	$953.84	$1,228.40	$1,418.60	$1,584.02
Medicaid Members* 571	$1,086.87	$1,514.82	$1,432.56	$2,354.86

Distinct Members	DY09 Demonstration Enrollees 475			DY09 Medicaid Members* 395			DY10 Demonstration Enrollees 502			DY10 Medicaid Members* 359		
Allocation Provider Type	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM
ADVANCED PRACTICE REGISTERED NURSE	$36,463.61	148	$7.16	$39,661.72	159	$8.79	$56,006.40	175	$10.44	$47,616.83	161	$11.65
ALTERNATIVE RESIDENTIAL FACILITY	$0.00	0	$0.00	$15,738.37	1	$3.49	$0.00	0	$0.00	$21,189.40	1	$5.18
AMBULANCE	$22,007.54	42	$4.32	$24,037.86	51	$5.33	$16,845.97	45	$3.14	$23,576.55	46	$5.77
AMBULATORY SURGICAL CENTER	$10,579.29	12	$2.08	$1,407.67	8	$0.31	$7,541.42	9	$1.41	$694.25	5	$0.17
AUDIOLOGIST	$154.40	5	$0.03	$0.00	1	$0.00	$325.75	10	$0.06	$36.09	3	$0.01
BEHAVIORAL HEALTH CLINICIAN	$125,351.94	98	$24.60	$109,189.72	91	$24.19	$121,331.61	100	$22.61	$129,686.91	91	$31.72
BOARDING HOME	$0.00	0	$0.00	$86,103.65	2	$19.07	$20.96	1	$0.00	$28,548.99	1	$6.98
CASE MANAGEMENT SERVICES PROVIDER	$326,910.24	326	$64.16	$320,748.64	262	$71.06	$318,100.95	299	$59.27	$276,755.22	196	$67.68
CHIROPRACTOR	$544.59	6	$0.11	$2,255.20	10	$0.50	$811.86	7	$0.15	$311.50	5	$0.08
COMMUNITY PROVIDER	$113,772.08	156	$22.33	$93,781.04	129	$20.78	$200,978.01	176	$37.45	$119,007.69	117	$29.10
DENTAL HYGIENIST	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$188.00	1	$0.05
DENTIST	$5,216.50	6	$1.02	$31,877.79	52	$7.06	$427.46	6	$0.08	$37,037.84	55	$9.06
DENTURIST	$150.00	1	$0.03	$3,186.00	13	$0.71	$0.00	0	$0.00	$1,973.00	6	$0.48
DIALYSIS CENTER - FREE STANDING	$1,095.66	1	$0.22	$8,771.43	1	$1.94	$0.00	0	$0.00	$5,405.01	1	$1.32
DIETICIAN	$135.41	1	$0.03	$135.41	1	$0.03	$0.00	0	$0.00	$80.00	2	$0.02
DME SUPPLIER	$2,705.48	9	$0.53	$32,731.95	44	$7.25	$9,237.83	22	$1.72	$29,717.57	40	$7.27
FACILITY/AGENCY/ORGANIZATION NR PROVIDER	$0.00	1	$0.00	$0.00	1	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
FISCAL EMPLOYER AGENT	$0.00	0	$0.00	$77,028.92	4	$17.06	$0.00	0	$0.00	$98,361.20	4	$24.06
HOME HEALTH AGENCY	$93.09	4	$0.02	$60,611.86	22	$13.43	$0.00	3	$0.00	$16,710.75	16	$4.09
HOSPICE	$0.00	1	$0.00	$0.00	1	$0.00	$0.00	1	$0.00	$58,885.83	3	$14.40
HOSPITAL	$251,172.35	349	$49.30	$243,908.65	350	$54.03	$303,653.24	394	$56.58	$741,586.71	324	$181.36
INDIAN HEALTH SERVICES PROVIDER												
LABORATORY/RADIOLOGY	$76,291.17	183	$14.97	$67,986.60	171	$15.06	$58,868.25	203	$10.97	$87,947.84	163	$21.51
MENTAL HEALTH CLINIC	$18,438.93	9	$3.62	$50,679.34	15	$11.23	$21,208.89	10	$3.95	$35,594.43	20	$8.70
MULTI-DISCIPLINARY PROVIDER	$120.19	1	$0.02	$120.19	1	$0.03	$0.00	0	$0.00	$0.00	0	$0.00
NURSE	$109.54	2	$0.02	$3,553.92	8	$0.79	$109.54	7	$0.02	$2,031.49	7	$0.50
NURSING HOME	$807.23	3	$0.16	$121,817.92	8	$26.99	$4,132.37	3	$0.77	$63,452.84	4	$15.52
OCCUPATIONAL THERAPIST	$232.96	2	$0.05	$15.00	1	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
OCCUPATIONAL THERAPY ASSISTANT												
OPTICIAN	$0.00	0	$0.00	$0.00	1	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
OPTOMETRIST	$7,279.57	58	$1.43	$7,838.35	70	$1.74	$4,319.22	69	$0.80	$4,653.96	70	$1.14
PCA Agency	$0.00	0	$0.00	$1,976.25	1	$0.44	$0.00	0	$0.00	$1,983.75	1	$0.49
PHARMACY	$13,809.69	20	$2.71	$3,839.10	32	$0.85	$12,829.05	23	$2.39	$6,571.86	36	$1.61
PHYSICAL THERAPIST	$281.23	1	$0.06	$1,330.47	6	$0.29	$593.55	5	$0.11	$667.41	8	$0.16
PHYSICIAN	$248,627.29	389	$48.80	$224,013.83	358	$49.63	$229,953.83	418	$42.85	$249,958.02	316	$61.13
PHYSICIAN ASSISTANT	$5,010.51	69	$0.98	$4,806.00	84	$1.06	$4,952.51	71	$0.92	$5,560.34	80	$1.36
PHYSICIANS GROUP	$2,599.94	11	$0.51	$4,114.81	17	$0.91	$195.52	1	$0.04	$136.00	1	$0.03
PNMI - PRIVATE NON-MEDICAL INSTITUTION	$0.00	0	$0.00	$7,027.25	3	$1.56	$1,726.56	1	$0.32	$96,080.41	7	$23.50
PODIATRIST	$1,359.04	9	$0.27	$2,851.37	17	$0.63	$1,346.93	12	$0.25	$2,125.33	18	$0.52
PSYCHIATRIC HOSPITAL	$1,891.57	5	$0.37	$5,074.23	11	$1.12	$135.52	7	$0.03	$851.41	8	$0.21
REHABILITATION CENTER	$1,014.12	1	$0.20	$34,356.12	5	$7.61	$83.92	1	$0.02	$50,508.92	4	$12.35
SCHOOL HEALTH CENTER	$74.83	4	$0.01	$359.81	9	$0.08	$0.00	0	$0.00	$0.00	0	$0.00
SPEECH LANGUAGE PATHOLOGIST												
SPEECH THERAPY ASSISTANT												
STATE AGENCY	$0.00	0	$0.00	$1,963.96	3	$0.44				$1,054.48	1	$0.26
SUBSTANCE ABUSE PROVIDER	$288.00	1	$0.06	$28,785.36	12	$6.38	$2,868.00	2	$0.53	$26,676.56	11	$6.52
Special Purpose Private School	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
State Psychiatric Hospital	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
TRANSPORTATION	$29,046.57	88	$5.70	$79,467.61	137	$17.60	$43,718.97	98	$8.15	$95,159.39	133	$23.27
VISION CENTER	$0.00	0	$0.00	$52.70	2	$0.01	$0.00	0	$0.00	$20.80	1	$0.01
WAIVER SERVICES PROVIDER	$0.00	1	$0.00	$26,965.75	4	$5.97	$0.00	0	$0.00	$31,003.36	2	$7.58
~Missing~**	-$151,002.41	361	-$29.64	-$248,488.58	313	-$55.05	-$126,739.45	313	-$23.61	-$218,295.49	247	-$53.39
~Not Applicable (Prescription Claims)	$3,707,179.16	420	$727.61	$3,324,437.75	369	$736.47	$5,297,244.91	461	$987.00	$4,012,996.11	341	$981.41
Total	**$4,859,811.31**		**$953.84**	**$4,906,120.99**		**$1,086.87**	**$6,592,829.55**		**$1,228.40**	**$6,194,108.56**		**$1,514.82**

Distinct Members	DY11 Demonstration Enrollees 548			DY11 Medicaid Members* 328			DY12 Demonstration Enrollees 525			DY12 Medicaid Members* 375		
Allocation Provider Type	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM
ADVANCED PRACTICE REGISTERED NURSE	$93,100.81	220	$11.15	$83,267.70	171	$15.20	$54,790.81	219	$9.73	$60,523.21	190	$14.41
ALTERNATIVE RESIDENTIAL FACILITY	$0.00	0	$0.00	$28,746.94	1	$5.25	$0.00	0	$0.00	$431.11	1	$0.10
AMBULANCE	$26,609.37	65	$3.19	$19,313.30	52	$3.53	$15,848.21	44	$2.81	$23,032.15	52	$5.48
AMBULATORY SURGICAL CENTER	$379.08	3	$0.05	$998.01	5	$0.18	$138.19	2	$0.02	$765.71	6	$0.18
AUDIOLOGIST	$212.39	6	$0.03	$104.43	5	$0.02	$204.16	3	$0.04	$13.63	1	$0.00
BEHAVIORAL HEALTH CLINICIAN	$173,587.59	116	$20.79	$195,373.86	95	$35.67	$102,659.17	89	$18.23	$161,304.38	106	$38.40
BOARDING HOME	$0.00	0	$0.00	$36,866.03	1	$6.73	$0.00	0	$0.00	$68,289.69	3	$16.26
CASE MANAGEMENT SERVICES PROVIDER	$405,121.93	293	$48.52	$292,544.51	171	$53.41	$257,068.04	237	$45.66	$269,440.50	175	$64.14
CHIROPRACTOR	$954.52	11	$0.11	$201.23	6	$0.04	$656.92	7	$0.12	$509.23	5	$0.12
COMMUNITY PROVIDER	$341,809.07	194	$40.94	$120,216.73	109	$21.95	$172,536.31	174	$30.65	$102,947.84	134	$24.51
DENTAL HYGIENIST	$0.00	0	$0.00	$102.00	1	$0.02	$0.00	0	$0.00	$84.00	2	$0.02
DENTIST	$3,666.50	5	$0.44	$30,823.00	44	$5.63	$3,595.00	6	$0.64	$21,008.00	43	$5.00
DENTURIST	$0.00	0	$0.00	$4,601.00	15	$0.84	$1,456.00	4	$0.26	$4,325.00	15	$1.03
DIALYSIS CENTER - FREE STANDING	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
DIETICIAN	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
DME SUPPLIER	$3,426.92	23	$0.41	$23,480.92	55	$4.29	$2,406.73	9	$0.43	$20,830.03	63	$4.96
FACILITY/AGENCY/ORGANIZATION NR PROVIDER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
FISCAL EMPLOYER AGENT	$3,368.87	1	$0.40	$160,305.60	5	$29.27	$0.00		$0.00	$121,336.84	4	$28.88
HOME HEALTH AGENCY	$309.16	1	$0.04	$14,018.42	13	$2.56	$0.00		$0.00	$49,434.54	15	$11.77
HOSPICE	$0.00	2	$0.00	$57,635.64	3	$10.52	$5,148.96	7	$0.91	$14,952.30	4	$3.56
HOSPITAL	$1,576,153.86	432	$188.76	$962,737.83	313	$175.78	$714,167.57	425	$126.85	$1,081,639.48	347	$257.47
INDIAN HEALTH SERVICES PROVIDER												
LABORATORY/RADIOLOGY	$78,941.07	226	$9.45	$47,588.01	145	$8.69	$57,426.40	206	$10.20	$46,572.96	165	$11.09
MENTAL HEALTH CLINIC	$52,745.59	19	$6.32	$91,414.83	19	$16.69	$20,729.54	9	$3.68	$84,061.18	22	$20.01
MULTI-DISCIPLINARY PROVIDER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
NURSE	$185.43	6	$0.02	$1,903.61	6	$0.35	$780.78	3	$0.14	$549.70	3	$0.13
NURSING HOME	$21,191.05	3	$2.54	$58,932.84	3	$10.76	$0.00	3	$0.00	$7,923.28	4	$1.89
OCCUPATIONAL THERAPIST	$171.09	3	$0.02	$113.49	3	$0.02	$0.00	3	$0.00	$16.21	1	$0.00
OCCUPATIONAL THERAPY ASSISTANT												
OPTICIAN	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
OPTOMETRIST	$4,207.92	77	$0.50	$4,662.78	68	$0.85	$2,860.55	56	$0.51	$5,509.84	79	$1.31
PCA Agency	$0.00	0	$0.00	$15,914.00	2	$2.91	$0.00	0	$0.00	$38,213.00	4	$9.10
PHARMACY	$6,350.99	38	$0.76	$11,173.41	49	$2.04	$1,093.01	28	$0.19	$13,399.04	53	$3.19
PHYSICAL THERAPIST	$998.98	4	$0.12	$1,352.62	9	$0.25	$688.39	5	$0.12	$385.78	9	$0.09
PHYSICIAN	$344,006.95	471	$41.20	$267,867.75	312	$48.91	$208,473.02	447	$37.03	$266,473.26	352	$63.43
PHYSICIAN ASSISTANT	$9,125.11	107	$1.09	$6,022.50	89	$1.10	$6,884.65	108	$1.22	$11,833.78	103	$2.82
PHYSICIANS GROUP	$0.00	0	$0.00	$19.30	1	$0.00	$0.00	0	$0.00	$0.00		$0.00
PNMI - PRIVATE NON-MEDICAL INSTITUTION	$843.84	1	$0.10	$50,673.01	4	$9.25	$53,783.46	1	$9.55	$144,252.27	2	$34.34
PODIATRIST	$2,227.52	17	$0.27	$3,917.66	32	$0.72	$4,548.58	22	$0.81	$2,264.86	28	$0.54
PSYCHIATRIC HOSPITAL	$28.50	7	$0.00	$18.79	7	$0.00	$270.28	5	$0.05	$1,382.53	13	$0.33
REHABILITATION CENTER	$0.00	0	$0.00	$6,639.20	2	$1.21	$0.00	0	$0.00	$64,019.40	4	$15.24
SCHOOL HEALTH CENTER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
SPEECH LANGUAGE PATHOLOGIST												
SPEECH THERAPY ASSISTANT												
STATE AGENCY	$0.00	0	$0.00	$903.84	1	$0.17	$0.00	0	$0.00	$5,100.24	1	$1.21
SUBSTANCE ABUSE PROVIDER	$1,744.00	3	$0.21	$22,984.00	10	$4.20	$1,380.00	1	$0.25	$20,596.00	10	$4.90
Special Purpose Private School	$0.00	0	$0.00	$1,615.00	1	$0.29	$0.00	0	$0.00	$0.00		$0.00
State Psychiatric Hospital	$162.04	1	$0.02	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00
TRANSPORTATION	$51,292.09	111	$6.14	$88,529.32	132	$16.16	$0.00	96	$0.00	$0.00	117	$0.00
VISION CENTER	$0.00	0	$0.00	$83.20	2	$0.02	$0.00	0	$0.00	$20.80	1	$0.00
WAIVER SERVICES PROVIDER	$0.00	0	$0.00	$32,610.79	3	$5.95	$0.00	0	$0.00	$109,538.95	3	$26.07
~Missing~**	-$178,013.99	233	-$21.32	-$121,081.13	192	-$22.11	-$35,482.88	219	-$6.30	-$114,032.03	212	-$27.14
~Not Applicable (Prescription Claims)	$8,820,394.40	503	$1,056.33	$5,220,948.71	313	$953.25	$6,424,141.54	473	$1,141.06	$4,150,979.56	348	$988.09
Total	**$11,845,302.65**		**$1,418.60**	**$7,846,144.68**		**$1,432.56**	**$8,078,253.39**		**$1,434.86**	**$6,859,928.25**		**$1,632.93**

Distinct Members	DY13 Demonstration Enrollees 544			DY13 Medicaid Members 388			DY14 Demonstration Enrollees			DY14 Medicaid Members		
Allocation Provider Type	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM
ADVANCED PRACTICE REGISTERED NURSE	$26,952.59	210	$4.87	$33,066.71	194	$7.60	$24,407.59	220	$3.70	$25,301.38	187	$5.80
ALTERNATIVE RESIDENTIAL FACILITY	$0.00	0	$0.00	$7.73	1	$0.00	$0.00	0	$0.00	$0.00		$0.00
AMBULANCE	$18,134.51	44	$3.27	$26,831.97	59	$6.17	$23,797.55	58	$3.61	$22,970.55	57	$5.26
AMBULATORY SURGICAL CENTER	$3,090.34	14	$0.56	$878.99	3	$0.20	$5,294.14	17	$0.80	$4,932.96	8	$1.13
AUDIOLOGIST	$109.80	6	$0.02	$126.32	2	$0.03	$309.78	7	$0.05	$709.15	5	$0.16
BEHAVIORAL HEALTH CLINICIAN	$102,834.55	85	$18.56	$171,622.46	105	$39.44	$188,114.75	118	$28.52	$181,305.79	104	$41.56
BOARDING HOME	$0.00	0	$0.00	$51,095.59	4	$11.74	$30,043.87	1	$4.55	$31,865.18	2	$7.30
CASE MANAGEMENT SERVICES PROVIDER	$353,182.22	355	$63.75	$375,533.77	250	$86.31	$455,348.82	388	$69.02	$406,206.22	245	$93.10
CHIROPRACTOR	$424.25	7	$0.08	$290.34	5	$0.07	$241.20	6	$0.04	$401.63	6	$0.09
COMMUNITY PROVIDER	$103,674.33	164	$18.71	$86,497.80	123	$19.88	$123,313.67	167	$18.69	$88,264.08	140	$20.23
DENTAL HYGIENIST	$0.00	0	$0.00	$0.00		$0.00				$556.00	2	$0.13
DENTIST	$66.00	1	$0.01	$17,037.50	42	$3.92	$1,439.44	6	$0.22	$18,982.44	45	$4.35
DENTURIST	$0.00	0	$0.00	$524.00	5	$0.12				$40.00	2	$0.01
DIALYSIS CENTER - FREE STANDING	$0.00	0	$0.00	$1,699.90	1	$0.39	$4,734.54	1	$0.72			
DIETICIAN	$0.00	0	$0.00	$0.00	0	$0.00				$0.00	1	$0.00
DME SUPPLIER	$1,299.03	16	$0.23	$25,913.14	65	$5.96	$6,389.74	35	$0.97	$31,552.24	63	$7.23
FACILITY/AGENCY/ORGANIZATION NR PROVIDER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
FISCAL EMPLOYER AGENT	$0.00		$0.00	$115,849.63	4	$26.63				$101,060.33	5	$23.16
HOME HEALTH AGENCY	$0.00		$0.00	$41,515.58	12	$9.54	$2,023.28	3	$0.31	$45,262.01	14	$10.37
HOSPICE	$0.00	2	$0.00	$1,506.82	2	$0.35	$0.00	1	$0.00	$14,480.48	2	$3.32
HOSPITAL	$737,697.53	413	$133.16	$1,015,529.49	358	$233.40	$1,618,678.29	492	$245.37	$1,022,227.51	361	$234.29
INDIAN HEALTH SERVICES PROVIDER												
LABORATORY/RADIOLOGY	$40,799.91	201	$7.36	$67,313.59	162	$15.47	$54,439.90	233	$8.25	$32,304.94	181	$7.40
MENTAL HEALTH CLINIC	$22,993.48	7	$4.15	$79,932.09	18	$18.37	$29,873.85	7	$4.53	$56,507.35	16	$12.95
MULTI-DISCIPLINARY PROVIDER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
NURSE	$446.16	2	$0.08	$1,318.48	4	$0.30	$3,106.42	9	$0.47	$2,359.23	10	$0.54
NURSING HOME	$0.00		$0.00	$23,682.68	1	$5.44				$57,216.69	3	$13.11
OCCUPATIONAL THERAPIST	$275.02	1	$0.05	$0.00		$0.00				$184.88	2	$0.04
OCCUPATIONAL THERAPY ASSISTANT												
OPTICIAN	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
OPTOMETRIST	$2,311.14	48	$0.42	$3,348.95	57	$0.77	$3,750.15	67	$0.57	$4,792.57	84	$1.10
PCA Agency	$0.00	0	$0.00	$6,670.20	4	$1.53	$28,929.60	1	$4.39	$3,428.33	3	$0.79
PHARMACY	$42,050.64	28	$7.59	$11,666.09	48	$2.68	$760.61	31	$0.12	$12,186.27	51	$2.79
PHYSICAL THERAPIST	$314.06	7	$0.06	$1,232.14	7	$0.28	$1,040.97	8	$0.16	$1,461.91	7	$0.34
PHYSICIAN	$172,621.99	437	$31.16	$234,109.54	356	$53.81	$234,801.30	497	$35.59	$221,818.95	365	$50.84
PHYSICIAN ASSISTANT	$11,536.50	132	$2.08	$11,779.76	118	$2.71	$15,251.92	154	$2.31	$11,482.36	119	$2.63
PHYSICIANS GROUP	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00	$0.00		$0.00
PNMI - PRIVATE NON-MEDICAL INSTITUTION	$0.00		$0.00	$179,583.32	6	$41.27	$61,735.06	1	$9.36	$111,591.25	6	$25.58
PODIATRIST	$2,385.18	20	$0.43	$1,494.22	26	$0.34	$1,368.14	25	$0.21	$1,879.45	30	$0.43
PSYCHIATRIC HOSPITAL	$15,694.16	9	$2.83	$23,097.23	16	$5.31	$60,613.24	15	$9.19	$88,244.78	13	$20.23
REHABILITATION CENTER	$0.00	0	$0.00	$10,648.15	1	$2.45	$1,902.30	2	$0.29	$17,456.81	3	$4.00
SCHOOL HEALTH CENTER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
SPEECH LANGUAGE PATHOLOGIST												
SPEECH THERAPY ASSISTANT												
STATE AGENCY	$0.00	0	$0.00	$2,044.40	1	$0.47	$0.00	0	$0.00	$0.00		$0.00
SUBSTANCE ABUSE PROVIDER	$1,584.00	2	$0.29	$23,968.00	9	$5.51	$7,120.00	4	$1.08	$20,402.00	10	$4.68
Special Purpose Private School	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00	$0.00		$0.00
State Psychiatric Hospital	$0.00		$0.00	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00
TRANSPORTATION	$0.00	78	$0.00	$0.00	113	$0.00	$0.00	99	$0.00	$0.00	114	$0.00
VISION CENTER	$0.00		$0.00	$41.60	1	$0.01				$20.80	1	$0.00
WAIVER SERVICES PROVIDER	$0.00	0	$0.00	$178,135.60	3	$40.94	$385.00	1	$0.06	$18,326.60	3	$4.20
~Missing~**	$0.00		$0.00	$0.00		$0.00	$0.00		$0.00	$0.00		$0.00
~Not Applicable (Prescription Claims)	$7,077,299.08	474	$1,277.49	$4,874,897.20	359	$1,120.41	$8,401,962.37	534	$1,273.60	$5,353,792.22	358	$1,227.09
Total	**$8,737,776.47**		**$1,577.21**	**$7,700,490.98**		**$1,769.82**	**$11,391,177.49**	**$3,208.00**	**$1,726.75**	**$8,011,575.35**	**$2,628.00**	**$1,836.23**

Distinct Members	DY15 Demonstration Enrollees 547			DY15 Medicaid Members 389			DY16 Demonstration Enrollees 541			DY16 Medicaid Members 390		
Allocation Provider Type	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM
ADVANCED PRACTICE REGISTERED NURSE	$61,116.71	294	$9.31	$34,667.80	202	$8.53	$44,747.27	268	$7.62	$40,557.89	217	$9.24
ALTERNATIVE RESIDENTIAL FACILITY	$0.00	0	$0.00	$0.00		$0.00				$5,424.44	1	$1.24
AMBULANCE	$30,751.97	70	$4.68	$17,430.34	53	$4.29	$12,375.33	37	$2.11	$48,510.79	60	$11.05
AMBULATORY SURGICAL CENTER	$7,257.87	14	$1.11	$5,646.12	8	$1.39	$6,391.21	16	$1.09	$2,066.65	5	$0.47
AUDIOLOGIST	$207.26	9	$0.03	$1,557.54	6	$0.38	$40.20	5	$0.01	$40.20	3	$0.01
BEHAVIORAL HEALTH CLINICIAN	$174,380.28	133	$26.56	$159,273.13	89	$39.21	$120,353.10	110	$20.48	$167,455.21	96	$38.14
BOARDING HOME	$25,174.22	3	$3.83	$27,379.62	1	$6.74	$3,353.05	1	$0.57	$78,072.14	4	$17.78
CASE MANAGEMENT SERVICES PROVIDER	$442,727.15	379	$67.44	$370,284.15	227	$91.16	$392,517.12	337	$66.80	$398,228.98	253	$90.71
CHIROPRACTOR	$69.40	2	$0.01	$409.21	5	$0.10	$9.33	2	$0.00	$97.87	3	$0.02
COMMUNITY PROVIDER	$90,457.80	120	$13.78	$87,673.42	103	$16.66	$77,706.46	113	$13.22	$91,248.28	118	$20.79
DENTAL HYGIENIST	$0.00	0		$234.00	1	$0.06				$42.00	1	$0.01
DENTIST	$6,905.21	14	$1.05	$21,070.26	37	$5.19	$1,184.50	5	$0.20	$21,724.50	35	$4.95
DENTURIST	$600.00	1	$0.09	$1,089.00	5	$0.27				$815.00	8	$0.19
DIALYSIS CENTER - FREE STANDING	$6,690.13	1	$1.02				14344.45	2	$2.44			
DIETICIAN	$0.00	0		$0.00	1	$0.00				$15.00	1	$0.00
DME SUPPLIER	$4,968.78	31	$0.76	$26,797.89	57	$6.60	$4,405.79	27	$0.75	$27,650.28	64	$6.30
FACILITY/AGENCY/ORGANIZATION NR PROVIDER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00			$0.00	0	$0.00
FISCAL EMPLOYER AGENT	$0.00			$135,613.76	6	$33.39				$207,327.79	8	$47.23
HOME HEALTH AGENCY	$5,639.72	6	$0.86	$36,264.42	10	$8.93	$2,473.15	2	$0.42	$58,599.13	16	$13.35
HOSPICE	$0.00	7	$0.00	$0.00	3	$0.00				$7,398.38	4	$1.69
HOSPITAL	$1,582,436.51	500	$241.04	$670,490.50	333	$165.06	$860,176.90	456	$146.39	$1,619,215.97	363	$368.84
INDIAN HEALTH SERVICES PROVIDER										$6,070.99	1	$1.38
LABORATORY/RADIOLOGY	$61,959.86	211	$9.44	$26,017.58	143	$6.41	$40,211.47	183	$6.84	$42,439.77	151	$9.67
MENTAL HEALTH CLINIC	$28,376.95	4	$4.32	$11,810.85	6	$2.91	$27,176.67	6	$4.63	$14,138.33	5	$3.22
MULTI-DISCIPLINARY PROVIDER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00			$0.00	0	$0.00
NURSE	$3,283.66	11	$0.50	$2,911.40	7	$0.72	$1,896.18	6	$0.32	$3,571.05	8	$0.81
NURSING HOME	$43,723.83	3	$6.66	$130,235.42	6	$32.06	$3,520.00	1	$0.60	$150,614.55	10	$34.31
OCCUPATIONAL THERAPIST	$715.10	3	$0.11	$854.73	3	$0.21						
OCCUPATIONAL THERAPY ASSISTANT	$1,043.28	2	$0.16	$1,043.28	2	$0.26	$136.08	2	$0.02	$136.08	2	$0.03
OPTICIAN	$0.00	0	$0.00	$0.00	0	$0.00						
OPTOMETRIST	$2,710.42	57	$0.41	$4,263.04	75	$1.05	$2,895.46	55	$0.46	$4,513.28	82	$1.03
PCA Agency	$23,853.76	1	$3.63	$17,728.41	5	$4.36				$56,417.48	4	$12.85
PHARMACY	$7,875.81	39	$1.20	$10,885.01	56	$2.68	$28,694.84	31	$4.88	$34,099.47	42	$7.77
PHYSICAL THERAPIST	$2,847.45	12	$0.43	$4,140.71	11	$1.02	$1,343.48	10	$0.23	$1,742.05	8	$0.40
PHYSICIAN	$304,969.55	490	$46.45	$187,822.68	328	$46.24	$228,733.09	438	$38.93	$304,341.47	360	$69.33
PHYSICIAN ASSISTANT	$9,646.81	136	$1.47	$6,948.66	100	$1.71	$6,687.58	116	$1.14	$10,292.40	102	$2.34
PHYSICIANS GROUP	$0.00	0	$0.00	$0.00		$0.00						
PNMI - PRIVATE NON-MEDICAL INSTITUTION	$111,390.05	3	$16.97	$88,522.67	3	$21.79	$2,637.36	2	$0.45	$149,500.60	8	$34.05
PODIATRIST	$1,372.99	25	$0.21	$1,783.94	24	$0.44	$1,923.79	28	$0.33	$1,933.35	28	$0.44
PSYCHIATRIC HOSPITAL	$68,946.86	12	$10.50	$33,805.43	12	$8.32	$46,370.41	11	$7.89	$59,336.28	16	$13.52
REHABILITATION CENTER	$412.80	1	$0.06	$16,046.28	1	$3.95	$1,691.30	1	$0.29	$17,504.60	2	$3.99
SCHOOL HEALTH CENTER	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00	$0.00	0	$0.00
SPEECH LANGUAGE PATHOLOGIST	$807.85	3	$0.12	$1,233.12	3	$0.30	$477.77	1	$0.08			
SPEECH THERAPY ASSISTANT	$490.05	1	$0.07	$490.05	1	$0.12						
STATE AGENCY	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00	$0.00		$0.00
SUBSTANCE ABUSE PROVIDER	$8,860.00	5	$1.35	$20,574.00	8	$5.06	$3,300.00	2	$0.56	$29,650.00	15	$6.75
Special Purpose Private School	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00	$0.00		$0.00
State Psychiatric Hospital	$0.00		$0.00	$0.00	0	$0.00	$0.00		$0.00	$0.00	0	$0.00
TRANSPORTATION	$0.00	106	$0.00	$0.00	111	$0.00	$0.00	83	$0.00	$0.00	124	$0.00
VISION CENTER	$21.00	1	$0.00	$42.00	2	$0.01						
WAIVER SERVICES PROVIDER	$350.00	1	$0.00	$48,016.06	4	$11.82				$126,765.21	8	$28.88
~Missing~**	$0.00		$0.00	$0.00		$0.00	$0.00		$0.00	$0.00		$0.00
~Not Applicable (Prescription Claims)	$8,510,335.71	549	$1,296.32	$4,766,028.87	332	$1,173.32	$7,546,468.13	481	$1,284.29	$5,623,932.78	357	$1,281.08
Total	**$11,633,376.80**	**$3,260.00**	**$1,771.95**	**$6,957,085.35**	**$2,390.00**	**$1,712.72**	**$9,484,041.47**	**$2,838.00**	**$1,614.03**	**$9,411,480.24**	**$2,593.00**	**$2,143.85**

Distinct Members	DY17 Demonstration Enrollees 511			DY17 Medicaid Members 546			DY18 Demonstration Enrollees 365			DY18 Medicaid Members 571		
Allocation Provider Type	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM	Paid	Users	PMPM
ADVANCED PRACTICE REGISTERED NURSE	$44,626.21	252	$7.98	$69,308.30	313	$11.47	$41,624.01	169	$10.32	$84,946.15	315	$13.36
ALTERNATIVE RESIDENTIAL FACILITY				$28,021.04	2	$4.64						
AMBULANCE	$19,908.95	46	$3.56	$40,374.46	82	$6.68	$11,405.64	34	$2.83	$43,959.10	75	$6.91
AMBULATORY SURGICAL CENTER	$5,800.53	14	$1.04	$4,649.39	10	$0.77	$5,092.22	14	$1.26	$7,357.40	10	$1.16
AUDIOLOGIST	$104.79	5	$0.02	$129.44	4	$0.02	$81.50	2	$0.02	$652.42	3	$0.10
BEHAVIORAL HEALTH CLINICIAN	$189,553.55	99	$33.89	$210,288.45	135	$34.80	$126,148.88	64	$31.29	$258,896.71	144	$40.72
BOARDING HOME				$43,351.57	1	$7.17						
CASE MANAGEMENT SERVICES PROVIDER	$301,652.35	280	$53.92	$436,018.47	310	$72.15	$200,159.00	171	$49.64	$448,520.37	280	$70.54
CHIROPRACTOR	$186.99	5	$0.03	$1,446.64	11	$0.24	$46.85	1	$0.01	$1,466.59	10	$0.23
COMMUNITY PROVIDER	$65,875.57	99	$11.78	$137,557.75	159	$22.76	$38,416.57	56	$9.53	$135,348.31	149	$21.29
DENTAL HYGIENIST				$42.00	1	$0.01						
DENTIST	$2,012.21	9	$0.36	$18,891.71	41	$3.13				$13,772.20	32	$2.17
DENTURIST	$20.00	1	$0.00	$357.00	6	$0.06				$472.00	4	$0.07
DIALYSIS CENTER - FREE STANDING	$7,970.58	1	$1.42				$5,940.47	1	$1.47			
DIETICIAN							$0.00	1	$0.00			
DME SUPPLIER	$4,024.90	29	$0.72	$29,130.76	63	$4.82	$7,698.79	24	$1.91	$33,007.91	60	$5.19
FACILITY/AGENCY/ORGANIZATION NR PROVIDER												
FISCAL EMPLOYER AGENT				$174,176.16	7	$28.82				$213,250.62	6	$33.54
HOME HEALTH AGENCY	$1,810.82	2	$0.32	$45,987.51	17	$7.61				$36,434.16	12	$5.73
HOSPICE	$0.00	3	$0.00	$59,974.93	6	$9.92				$6,946.75	5	$1.09
HOSPITAL	$784,433.40	422	$140.23	$1,623,132.09	507	$268.60	$300,414.57	287	$74.51	$1,146,707.61	512	$180.36
INDIAN HEALTH SERVICES PROVIDER												
LABORATORY/RADIOLOGY	$34,049.71	152	$6.09	$50,264.48	207	$8.32	$18,490.41	123	$4.59	$54,082.36	258	$8.51
MENTAL HEALTH CLINIC	$30,169.86	4	$5.39	$33,461.48	6	$5.54	$24,957.56	4	$6.19	$6,701.07	12	$1.05
MULTI-DISCIPLINARY PROVIDER												
NURSE	$2,051.91	5	$0.37	$5,713.04	13	$0.95	$261.04	1	$0.06	$4,959.12	10	$0.78
NURSING HOME	$29,673.09	3	$5.30	$174,127.99	9	$28.81	$0.00	1	$0.00	$133,961.65	5	$21.07
OCCUPATIONAL THERAPIST	$115.12	1	$0.02	$162.60	2	$0.03						
OCCUPATIONAL THERAPY ASSISTANT												
OPTICIAN												
OPTOMETRIST	$3,284.01	62	$0.59	$7,150.41	104	$1.18	$1,753.65	35	$0.43	$5,635.76	82	$0.89
PCA Agency				$99,385.62	9	$16.45				$129,783.91	9	$20.41
PHARMACY	$1,817.58	22	$0.32	$4,891.90	46	$0.81	$2,118.00	35	$0.53	$8,464.93	46	$1.33
PHYSICAL THERAPIST	$2,019.89	12	$0.36	$2,932.58	16	$0.49	$850.43	8	$0.21	$2,927.54	11	$0.46
PHYSICIAN	$170,464.22	414	$30.47	$286,391.82	487	$47.39	$140,668.94	288	$34.89	$233,391.08	489	$36.71
PHYSICIAN ASSISTANT	$6,197.34	119	$1.11	$13,780.85	141	$2.28	$3,890.10	68	$0.96	$13,187.00	115	$2.07
PHYSICIANS GROUP												
PNMI - PRIVATE NON-MEDICAL INSTITUTION	$25,432.55	3	$4.55	$252,952.96	9	$41.86				$96,698.17	5	$15.21
PODIATRIST	$2,379.32	26	$0.43	$3,057.74	36	$0.51	$1,546.76	16	$0.38	$4,514.89	30	$0.71
PSYCHIATRIC HOSPITAL	$42,630.16	8	$7.62	$73,895.47	16	$12.23	$6,444.52	6	$1.60	$15,571.35	11	$2.45
REHABILITATION CENTER				$19,625.35	2	$3.25				$16,340.17	1	$2.57
SCHOOL HEALTH CENTER												
SPEECH LANGUAGE PATHOLOGIST	$288.15	1	$0.05				$149.31	1	$0.04	$95.48	1	$0.02
SPEECH THERAPY ASSISTANT												
STATE AGENCY												
SUBSTANCE ABUSE PROVIDER	$3,674.94	1	$0.66	$40,914.53	14	$6.77	$1,862.80	3	$0.46	$32,856.88	14	$5.17
Special Purpose Private School												
State Psychiatric Hospital												
TRANSPORTATION	$0.00	71	$0.00	$0.00	149	$0.00	$0.00	50	$0.00	$0.00	129	$0.00
VISION CENTER				$42.00	2	$0.01				$21.00	1	$0.00
WAIVER SERVICES PROVIDER				$145,042.51	9	$24.00				$253,236.88	11	$39.83
~Missing~**												
~Not Applicable (Prescription Claims)	$7,078,752.48	450	$1,265.42	$10,093,804.44	506	$1,670.33	$3,889,050.64	313	$964.55	$11,897,407.39	$526.00	$1,871.25
Total	**$8,860,981.18**		**$1,584.02**	**$14,230,435.44**		**$2,354.86**	**$4,829,072.66**		**$1,197.69**	**$15,341,574.93**		**$2,412.96**

* 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.

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

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	SFY2003 - DY01			SFY2004 - DY02			SFY2005 - DY03			SFY2006 - DY04			SFY2007 - DY05			SFY2008 - DY06			SFY2009 - DY07			SFY2010 - DY08			SFY2011 - DY09			SFY2012 - DY10			SFY2013 - DY11			2013 (2nd half) - DY11		
July	85	228	313	124	280	404	143	301	444	191	309	500	272	305	577	283	275	558	280	269	555	331	283	614	393	307	689	416	292	708	410	201	617	420	221	641
August	94	226	320	125	277	402	141	300	441	207	303	510	273	301	574	291	273	564	276	272	548	332	280	612	386	308	694	417	284	701	420	201	621	425	218	643
September	97	224	321	131	273	404	140	297	437	213	301	514	277	300	577	281	269	550	283	269	552	333	281	614	363	295	658	417	284	701	412	196	608	430	215	645
October	94	244	338	132	292	424	143	298	441	224	295	519	292	289	581	284	272	556	288	270	558	337	284	621	371	289	660	420	291	711	417	178	595	443	216	659
November	94	244	338	134	286	420	146	295	441	228	287	515	292	288	580	283	270	553	289	275	564	339	286	625	375	294	673	428	286	714	418	185	603	448	215	661
December	98	241	339	134	286	420	146	296	442	239	280	519	291	285	576	283	267	550	298	282	580	348	290	638	395	288	683	423	283	706	409	197	606	449	211	660
January	102	258	360	134	295	429	156	305	461	249	291	539	298	281	579	289	256	545	300	284	584	348	296	644	398	289	685	414	248	662	408	204	612			
February	108	256	364	140	292	432	160	301	461	256	287	543	301	276	577	291	257	548	302	288	590	349	298	647	399	281	680	420	242	662	414	199	613			
March	113	253	366	143	288	431	163	297	460	256	283	539	292	276	568	287	262	549	312	290	602	350	301	651	407	289	696	413	177	590	411	212	623			
April	117	264	381	144	288	432	174	308	482	263	297	560	298	274	572	288	267	555	315	288	603	355	300	655	413	298	711	419	183	602	418	211	629			
May	119	265	384	142	291	433	179	302	481	261	296	557	292	274	566	295	265	560	316	284	600	369	301	670	413	296	709	417	187	604	421	209	630			
June	123	263	386	140	290	430	181	298	479	264	292	556	282	274	556	295	263	558	323	280	603	381	313	694	415	290	705	417	195	612	420	209	629			

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	2014 - DY12			2015 - DY13			2016 - DY14			2017 - DY15			2018 - DY16			2019 - DY17			2020 - DY18		
January	445	212	657	454	312	766	464	314	778	458	313	763	446	312	758	458	313	771	314	438	752
February	445	214	659	456	311	767	467	323	790	462	314	766	446	310	756	448	324	772	310	437	747
March	450	209	659	459	312	771	461	316	777	457	317	774	454	308	762	428	338	766	310	444	754
April	447	212	659	456	313	769	461	313	774	456	314	770	456	309	765	403	362	765	308	459	767
May	452	206	658	448	317	765	460	313	773	456	314	770	458	306	764	396	375	771	296	457	753
June	448	327	775	446	317	763	463	307	770	450	320	770	457	312	769	334	420	754	299	460	759
July	449	320	769	454	315	769	457	310	767	453	315	768	458	312	770	336	426	762	301	467	768
August	443	320	763	457	312	769	453	314	767	447	311	758	457	315	772	331	421	752	303	461	764
September	446	321	767	462	320	782	463	316	779	449	312	761	460	317	777	334	428	762	304	464	768
October	443	324	767	456	321	777	462	312	774	449	311	760	460	315	780	327	436	763	302	470	772
November	445	319	764	464	313	777	458	313	771	445	311	756	458	312	770	324	437	761	298	481	779
December	444	316	760	461	311	772	456	312	768	442	314	756	463	311	774	322	436	758	298	484	782

Department Of Health And Human Services
MaineCare Services

Special Benefits Demonstration Project

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

Month	Demonstration Enrollees				Medicaid Members				Total
	Total	Female	Male	Under 18	Total	Female	Male	Under 18	
January-16	464	55	409	4	314	112	202	11	778
February-16	467	59	408	4	323	114	209	12	790
March-16	461	61	400	5	316	112	204	12	777
April-16	461	61	400	5	313	108	205	12	774
May-16	460	61	399	5	313	108	205	12	773
June-16	463	60	403	5	307	105	202	12	770
July-16	457	58	399	3	310	107	203	14	767
August-16	453	57	396	3	314	107	207	14	767
September-16	463	59	404	3	316	109	207	15	779
October-16	462	60	402	3	312	110	202	15	774
November-16	458	60	398	3	313	109	204	15	771
December-16	456	59	397	3	312	105	207	12	768
January-17	450	59	391	3	313	105	208	11	763
February-17	452	61	391	3	314	105	209	12	766
March-17	457	61	396	3	317	107	210	14	774
April-17	456	61	395	3	314	104	210	15	770
May-17	456	59	397	3	314	109	205	15	770
June-17	450	57	393	3	320	110	210	15	770
July-17	453	57	396	3	315	110	205	15	768
August-17	447	56	391	3	311	111	200	14	758
September-17	449	54	395	3	312	110	202	14	761
October-17	449	58	391	3	311	109	202	14	760
November-17	445	56	389	3	311	110	201	14	756
December-17	442	56	386	3	314	107	207	14	756
January-18	446	55	391	3	312	105	207	12	758
February-18	446	53	393	3	310	100	210	10	756
March-18	454	55	399	3	308	104	204	11	762
April-18	456	57	399	3	309	104	205	11	765
May-18	458	58	400	3	306	104	202	11	764
June-18	457	59	398	3	312	111	201	11	769
July-18	458	62	396	3	312	108	204	11	770
August-18	457	65	392	3	315	109	206	11	772
September-18	460	62	398	3	317	111	206	11	777
October-18	465	64	401	5	315	108	207	9	780
November-18	458	65	393	5	312	111	201	10	770
December-18	463	66	397	5	311	108	203	10	774
January-19	458	67	391	5	313	107	206	12	771
February-19	448	67	381	5	324	112	212	12	772
March-19	428	65	363	5	338	113	225	10	766
April-19	403	63	340	5	362	114	248	9	765
May-19	398	64	334	5	375	115	260	10	773
June-19	334	51	283	5	420	120	300	10	754
July-19	336	52	284	5	426	122	304	10	762
August-19	331	51	280	5	421	125	296	10	752
September-19	334	52	282	5	428	128	300	10	762
October-19	327	49	278	5	436	131	305	10	763
November-19	324	49	275	5	437	129	308	11	761
December-19	322	50	272	5	436	128	308	10	758
January-20	314	47	267	5	438	130	308	10	752
February-20	310	46	264	5	437	130	307	10	747
March-20	310	44	266	5	444	136	308	10	754
April-20	308	43	265	5	450	135	315	10	758
May-20	296	41	255	5	457	137	320	9	753
June-20	299	42	257	5	460	139	321	9	759
July-20	301	43	258	5	467	142	325	9	768
August-20	303	45	258	5	461	140	321	7	764
September-20	304	44	260	5	464	138	326	8	768
October-20	302	43	259	5	470	138	332	8	772
November-20	298	43	255	5	481	139	342	7	779
December-20	298	44	254	5	484	140	344	9	782

Department Of Health and Human Services
MaineCare Services

Special Benefits Demonstration Project

Attachment A: Distinct Member Counts By Quarter

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

Calendar Year	Quarter	Total Membership	Demonstration Program	Medicaid Members	Members in Both*	Members in Cohort	Members in Medicaid Exclusive**	Moved from Cohort to Demonstration Group
2014	1	686	463	226	3	100	136	10
2014	2	793	463	333	3	101	241	9
2014	3	794	464	331	1	101	241	11
2014	4	794	457	340	3	100	250	10
2015	1	800	473	334	7	99	246	11
2015	2	790	469	329	8	98	242	11
2015	3	807	476	335	4	99	247	11
2015	4	806	478	332	4	99	244	11
2016	1	805	478	333	6	99	246	12
2016	2	793	473	325	5	97	239	11
2016	3	803	476	333	6	97	247	11
2016	4	799	476	328	5	95	246	13
2017	1	804	475	334	5	91	255	12
2017	2	807	479	337	9	92	256	11
2017	3	800	472	333	5	89	253	9
2017	4	789	468	330	9	88	254	12
2018	1	792	468	330	6	89	253	12
2018	2	793	474	325	6	88	248	11
2018	3	802	477	330	5	86	256	12
2018	4	808	484	331	7	86	258	13
2019	1	812	473	363	24	83	293	13
2019	2	800	417	448	65	81	379	12
2019	3	795	351	458	14	81	390	13
2019	4	790	340	463	13	80	394	11
2020	1	794	330	476	12	80	407	11
2020	2	780	315	477	12	80	408	11
2020	3	799	310	493	4	79	425	11
2020	4	802	305	502	5	79	433	10

* Members moved from Demonstration Program to Full MaineCare(Medicaid) or Full MaineCare to Demonstration Program during the Quarter

**Previously "Members in Quarter Only". As of SFY11 this field was renamed "Members in Medicaid Exclusive" to provide a more accurate field description.

SPECIAL BENEFITS DEMONSTRATION PROJECT
ATTACHMENT C: CONTACT TRACKING SUMMARY

Contact Reason	DY01		DY02		DY03		DY04		DY05		DY06		DY07		DY08		DY09		DY10		DY11		DY12		DY13		DY14		DY15		DY16		DY17		DY18	
	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing
Adherence	0	0	0	0	0	0	0	0	50	305	38	381	42	438	118	758	128	887	74	492	268	1473	292	1029	280	924	237	788	278	734	251	801	28	202	4	609
Ambulance/Transportation	4	13	2	0	6	13	4	0	12	13	8	10	3	7	5	5	2	8	19	7	4	5	11	6	7	11	29	48	62	87	23	46	9	16	7	17
Case Management Services	98	81	395	510	551	1137	727	1051	688	1044	503	891	241	614	171	381	376	396	504	459	410	514	205	286	333	376	410	441	484	473	540	589	442	505	361	1076
Collaboration Care Coordination	0	0	0	0	0	0	147	125	552	577	313	364	102	102	18	23	68	85	58	104	75	36	23	34	136	112	103	111	129	114	130	103	95	129	48	156
Compliance	36	152	105	565	37	202	48	240	24	181	21	71	26	189	81	480	66	434	23	188	75	463	86	421	96	336	57	257	57	209	55	328	80	481	127	902
Eligibility	31	50	69	96	52	86	72	101	134	135	126	145	158	164	244	456	132	349	164	444	303	843	152	595	207	741	328	782	318	805	245	704	334	423	87	332
ER																	13	82	12	40	37	216	64	382	68	348	95	369	83	329	59	221	8	170	1	313
Family Planning	0	3	3	3	10	21		3	0	0	2	2	5	2	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospital Services	5	5	6	8	16	34	8	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inpatient																							1	0	7	28	19	68	19	59	18	43	4	28	0	62
Introductory Call																	4	48	27	135	35	160	54	200	51	153	41	121	45	116	40	129	6	95	2	90
Laboratory/X-ray	1	0	0	0	0	0			1	1	1	2	2	1	0	1	6	25	3	11	4	0	1	1	15	30	21	41	13	27	29	91	3	3	1	209
Medications																	16	20	77	94	56	86	31	51	63	61	81	136	80	83	120	95	36	37	23	23
Member Survey																			89	328	2	1	57	243	73	289	46	256	81	266	67	202	5	199	3	264
Mental Health/Substance Abuse	7	10	3	4	0	0	1	1	3	2	1	0	0	1	0	0	1	0	0	0	0	3	7	7	7	5	9	11	2	2	6	6	1	239	0	1
Other	118	214	239	326	389	415	299	297	0	0	0	0	12	45	0	77	21	39	78	97	129	260	360	387	390	469	381	445	410	365	327	404	83	33	52	213
Outdated Contact																	10	47	33	102	71	340	66	297	14	43	8	42	11	74	2	28	1	35	0	0
Pharmacy	0	0	0	0	0	0	88	96	219	208	119	121	53	48	39	41	23	50	24	52	14	51	22	160	7	113	4	65	12	41	11	104	5	39	5	18
Phone Call Follow-up																	11	99	55	207	43	377	10	309	10	266	19	271	31	303	13	242	2	93	0	28
Physician Services	81	254	94	133	13	37	15	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy	0	0	0	0	0	0	6	5	99	123	32	50	19	24	1	2	1	1	0	2	2	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0
Provider Services	0	0	0	0	0	0	6	2	15	12	1	3	18	52	62	129	51	80	73	89	47	69	37	38	38	71	28	65	40	104	30	80	24	1	8	75
Readmission																													1	1	0	0	0	0	0	0
Unpaid Claims	0	0	0	0	0	0	0	0	0	0	0	0	5	2	24	21	20	20	13	18	25	39	43	97	75	143	38	99	50	100	38	96	33	45	32	52
Viral Loads	1	3	29	39	136	243	55	113	47	82	86	201	109	416	21	63	33	25	19	14	5	11	0	3	2	15	10	3	4	7	6	0	3	2	4	6
Total	**379**	**785**	**945**	**1684**	**1210**	**2188**	**1472**	**2060**	**1844**	**2683**	**1252**	**2242**	**801**	**2109**	**782**	**2437**	**984**	**2695**	**1327**	**2884**	**1605**	**4947**	**1522**	**4546**	**1879**	**4527**	**1964**	**4419**	**2213**	**4296**	**2007**	**4312**	**998**	**2772**	**764**	**4440**

ATTACHMENT D: CONTACT TRACKING DETAIL

		Demonstration Year 4	%	Demonstration Year 5	%	Demonstration Year 6	%	Demonstration Year 7	%	Demonstration Year 8	%	Demonstration Year 9	%	Demonstration Year 10	%	Demonstration Year 11	%	Demonstration Year 12	%	Demonstration Year 13	%	Demonstration Year 14	%	Demonstration Year 15	Demonstration Year 16	Demonstration Year 17	Demonstration Year 18
INCOMING		**1472**	**42%**	**1844**	**41%**	**1252**	**36%**	**801**	**28%**	**919**	**25%**	**984**	**27%**	**1327**	**32%**	**1605**	**24%**	**1523**	**25%**	**1881**	**29%**	**1964**	**31%**	**2,213**	**34%**	**2,007**	**32%**	**998**	**27%**	**764**	**15%**
Calls		**926**	**63%**	**1115**	**60%**	**880**	**70%**	**571**	**71%**	**703**	**76%**	**869**	**88%**	**1207**	**91%**	**1384**	**86%**	**1389**	**91%**	**1723**	**92%**	**1747**	**89%**	**1,961**	**89%**	**1,839**	**92%**	**853**	**85%**	**610**	**80%**
Member	Adherence	0	0%	46	9%	28	7%	25	10%	87	20%	106	34%	68	13%	213	30%	222	27%	212	23%	189	23%	221	21%	189	22%	23	7%	3	1%
	Ambulance/Transportation	0	0%	4	1%	4	1%	4	2%	2	0%	2	1%	6	1%	4	1%	6	1%	4	0%	12	1%	28	3%	6	1%	2	1%	1	0%
	Case Management Services	285	77%	295	59%	248	63%	96	37%	34	8%	4	1%	11	2%	8	1%	1	0%	5	1%	11	1%	13	1%	9	1%	7	2%	5	2%
	Collaboration Care coordination	1	0%	12	2%	14	4%	10	4%	5	1%	21	7%	7	1%	3	0%	3	0%	2	0%	0	0%	1	0%	1	0%	2	1%	1	0%
	Compliance	41	11%	20	4%	16	4%	19	7%	49	11%	34	11%	13	3%	47	7%	41	5%	39	4%	24	3%	31	3%	36	4%	65	19%	118	46%
	Eligibility	8	2%	17	3%	29	7%	53	20%	116	27%	62	20%	65	13%	125	18%	64	8%	117	13%	136	16%	151	15%	116	13%	99	29%	61	24%
	ER											2	1%	7	1%	16	2%	44	5%	39	4%	55	7%	52	5%	41	5%	6	2%	1	0%
	Hospital Services	2	1%	0	0%	0	0%	1	0%	11	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Inpatient																											3	1%	0	0%
	Introductory Call											4	1%	25	5%	32	5%	47	6%	49	5%	40	5%	42	4%	35	4%	5	1%	2	1%
	Laboratory/X-ray	0	0%	1	0%	1	0%	0	0%	0	0%	3	1%	1	0%	3	0%	0	0%	1	0%	1	0%	0	0%	3	0%	0	0%	0	0%
	Mental Health/Substance Abuse	0	0%	2	0%	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	3	0%	3	0%	2	0%	3	0%	0	0%	0	0%
	Medications	0	0%	0	0%	0	0%	0	0%	0	0%	20	5%	8	3%	57	11%	40	6%	16	2%	41	5%	54	6%	56	5%	84	10%	25	8%	17	7%
	Other	0	0%	0	0%	0	0%	4	2%	39	9%	15	5%	65	13%	80	11%	234	28%	253	28%	215	26%	289	28%	256	29%	43	18%	33	13%
	Outdated Contact											7	2%	22	4%	69	8%	57	7%	10	1%	7	1%	9	1%	1	0%	1	0%	0	0%
	Unpaid Claims	0	0%	0	0%	0	0%	2	1%	14	3%	3	1%	9	2%	19	3%	19	2%	43	5%	19	2%	21	2%	18	2%	22	6%	9	4%
	Pharmacy	28	8%	94	19%	52	13%	24	9%	23	5%	14	4%	13	3%	6	1%	9	1%	1	0%	2	0%	4	0%	4	0%	3	1%	1	0%
	Phone Call Follow-up											9	3%	48	9%	30	4%	10	1%	9	1%	19	2%	27	3%	12	1%	2	1%	0	0%
	Policy	1	0%	1	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%	1	0%
	Provider services	3	0%	5	1%	0	0%	11	4%	28	7%	17	5%	16	3%	21	3%	2	0%	7	1%	5	1%	4	0%	5	1%	8	2%	2	1%
	Readmissions																							1	0%	0	0%	0	0%	0	0%
	Viral Loads	1	0%	2	0%	2	1%	12	5%	2	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Member Survey													85	16%	1	0%	55	7%	70	8%	44	5%	76	7%	51	7%	5	1%	2	1%
	Family Planning															0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	370	100%	901	100%	395	100%	261	100%	430	100%	313	100%	518	100%	705	100%	808	100%	905	100%	808	100%	1025	100%	878	100%	346	100%	257	100%
ASO Worker	Case Management Services	170	83%	199	59%	106	51%	47	39%	117	69%	349	83%	471	93%	362	78%	194	64%	281	57%	340	59%	410	64%	483	72%	379	95%	284	98%
	Ambulance/Transportation	0	0%	0	0%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%	2	1%	0	0%	4	1%	4	1%	2	0%	2	1%	2	1%
	Other	28	10%	0	0%	0	0%	0	0%	3	2%	1	0%	5	1%	30	8%	37	7%	36	6%	27	4%	36	6%	27	4%	0	0%	3	1%
	Eligibility	19	7%	47	14%	38	18%	31	26%	16	9%	7	2%	9	2%	14	3%	11	3%	16	3%	38	7%	58	9%	38	6%	4	1%	0	0%
	Compliance	3	1%	0	0%	0	0%	2	2%	7	4%	22	5%	7	1%	19	4%	34	10%	45	9%	24	4%	24	4%	17	3%	4	1%	2	0%
	Adherence	0	0%	2	1%	2	1%	0	0%	10	6%	13	3%	4	1%	32	7%	49	14%	51	10%	36	6%	41	6%	47	7%	5	1%	0	0%
	Laboratory/X-ray	0	0%	0	0%	0	0%	2	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	4	1%	2	0%	3	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%
	Provider Services	0	0%	4	1%	0	0%	1	1%	4	2%	2	0%	0	0%	2	0%	0	0%	0	0%	1	0%	0	0%	1	0%	0	0%	0	0%
	Mental Health/Substance Abuse	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	2	0%	0	0%	0	0%
	Hospital Services	5	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Load	1	0%	4	1%	4	2%	4	3%	1	1%	1	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	16	6%	45	13%	30	14%	24	20%	2	1%	1	0%	2	0%	1	0%	5	1%	30	6%	27	5%	13	2%	6	1%	1	0%	4	1%
	Pharmacy	26	10%	34	10%	25	12%	7	6%	6	4%	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications	0	0%	0	0%	0	0%	0	0%	1	1%	1	0%	1	0%	2	0%	0	0%	4	1%	10	2%	7	1%	10	1%	1	0%	0	0%
	Policy	1	0%	3	1%	2	1%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	ER											10	2%	2	0%	14	3%	18	5%	22	4%	31	5%	29	4%	17	3%	1	0%	0	0%
	Unpaid Claims											3	1%	0	0%	1	0%	4	1%	6	1%	4	1%	6	1%	10	1%	3	1%	0	0%
	Outdated Contact											2	0%	6	1%	3	1%	5	1%	3	1%	1	0%	2	0%	0	0%	0	0%	0	0%
	Phone Call Follow-up													2	0%	7	2%	0	0%	1	0%	0	0%	2	0%	0	0%	0	0%	0	0%
	Introductory Call															2	0%	4	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Member Survey															1	0%	0	0%	1	0%	2	0%	4	1%	8	1%	0	0%	0	0%
	Total:	270	100%	338	100%	207	100%	120	100%	169	100%	421	100%	556	100%	1051	100%	357	100%	497	100%	572	100%	641	100%	669	100%	400	100%	298	100%
Other	Other	48	31%	0	0%	0	0%	4	6%	11	30%	1	1%	2	2%	6	11%	36	36%	53	28%	42	27%	38	21%	35	16%	5	6%	4	13%
	Case Management Services	66	42%	38	24%	53	32%	20	32%	0	0%	3	4%	1	1%	0	0%	1	1%	3	2%	2	1%	2	1%	1	1%	2	2%	1	2%
	Provider Services	0	0%	4	3%	0	0%	0	0%	2	5%	11	14%	17	19%	3	5%	11	11%	11	6%	5	3%	10	5%	2	1%	9	10%	1	1%
	Physician Services	5	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	9	6%	5	3%	9	5%	2	3%	11	30%	20	26%	11	12%	14	25%	7	7%	7	4%	16	10%	10	5%	13	7%	4	5%	1	2%
	Adherence	0	0%	2	1%	2	1%	2	3%	0	0%	1	1%	1	1%	3	5%	6	6%	4	2%	6	4%	8	4%	11	6%	0	0%	1	2%
	Compliance	2	1%	1	1%	2	1%	0	0%	0	0%	2	3%	0	0%	0	0%	1	1%	0	0%	3	2%	0	0%	1	1%	3	3%	2	4%
	Medications	0	0%	1	1%	0	0%	0	0%	5	14%	3	4%	7	8%	5	9%	4	4%	5	2%	2	1%	6	3%	6	3%	2	2%	3	7%
	Mental/Health/Substance Abuse	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	3	2%	3	2%	0	0%	1	1%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Inpatient																											1	1%	1	2%
	Family Planning	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	11	7%	8	5%	29	17%	15	24%	1	3%	2	3%	2	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	1	1%	1	1%	0	0%	0	0%	0	0%	2	2%	0	0%	0	0%	3	2%	2	1%	9	5%	4	2%	1	1%	1	2%
	Collaboration Care coordination	9	6%	58	36%	53	32%	9	15%	4	11%	22	29%	30	33%	17	30%	11	11%	86	45%	61	40%	62	45%	104	55%	58	66%	17	38%
	Pharmacy	4	3%	34	21%	12	7%	7	11%	3	8%	1	1%	4	7%	3	12%	5	5%	4	2%	2	1%	6	3%	6	3%	2	2%	4	9%
	Policy	2	1%	7	4%	8	5%	2	3%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claims											4	5%	0	0%	4	7%	13	13%	14	7%	10	6%	9	5%	6	3%	1	1%	2	4%
	Out Dated Contact													3	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Phone Call Follow Up													2	2%	1	2%	0	0%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%
	Introductory Call													1	1%	0	0%	1	1%	0	0%	0	0%	2	1%	3	2%	1	1%	2	2%
	Total:	157	100%	159	100%	168	100%	62	100%	37	100%	77	100%	90	100%	57	100%	98	100%	192	100%	154	100%	164	100%	188	100%	89	100%	45	100%
Elgibility Office	Case Management Services	26	62%	19	95%	14	45%	11	61%	0	0%	0	0%	0	0%	2	2%	0	0%	0	0%	0	0%	0	0%	1	3%	0	0%	0	0%
	Eligibility	6	14%	16	39%	10	32%	7	39%	7	100%	27	96%	58	89%	54	89%	14	88%	33	92%	72	96%	40	95%	36	92%	4	100%	3	60%
	Other	5	12%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	1	2%	2	13%	3	8%	3	4%	2	5%	2	5%	0	0%	0	0%
	Adherence	0	0%	0	0%	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%
	Compliance	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%
	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%
	Policy	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	5	12%	5	12%	6	19%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Outdated Contact													2	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications													1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	42	100%	41	100%	31	100%	18	100%	7	100%	16	100%	39	100%	61	100%	16	100%	36	100%	79	100%	42	100%	39	100%	4	100%	5	100%
Nurse	Physician Services	2	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	32	51%	19	39%	16	26%	7	15%	1	5%	2	7%	7	15%	16	29%	0	0%	0	0%	1	1%	2	4%	0	0%	3	27%	1	25%
	Other	7	11%	0	0%	0	0%	0	0%	1	5%	0	0%	1	2%	2	3%	2	13%	3	8%	4	5%	2	4%	2	4%	0	0%	0	0%
	Viral Loads	18	29%	19	30%	19	31%	33	36%	1	5%	1	3%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	0	0%	10	16%	10	16%	4	5%	0	0%	10	34%	5	11%	2	3%	2	3%	15	16%	7	10%	17	35%	12	26%	6	55%	1	25%
	Adherence	0	0%	0	0%	0	0%	5	6%	0	0%	2	7%	1	2%	9	14%	6	10%	11	12%	5	7%	4	8%	1	2%	0	0%	0	0%
	Compliance	0	0%	2	3%	0	0%	2	4%	1	5%	1	3%	2	4%	4	6%	6	10%	8	9%	5	7%	2	4%	1	2%	0	0%	0	0%
	ER	0	0%	0	0%	0	0%	0	0%	2	9%	0	0%	3	6%	4	6%	0	0%	4	4%	4	6%	2	4%	1	2%	0	0%	0	0%
	Medications	0	0%	0	0%	0	0%	0	0%	0	0%	5	10%	5	8%	6	10%	10	11%	12	17%	7	14%	16	27%	1	9%	0	0%	0	0%
	Eligibility	1	2%	4	6%	8	13%	20	20%	2	9%	1	3%	2	4%	1	2%	0	0%	1	1%	5	7%	3	2%	1	2%	1	2%	0	0%
	Provider Services	1	2%	0	0%	0	0%	1	1%	5	23%	5	17%	15	31%	11	17%	17	27%	11	12%	10	14%	3	6%	1	2%	0	0%	1	25%
	Pharmacy	2	3%	11	17%	8	13%	3	3%	3	14%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claim	0	0%	0	0%	0	0%	1	5%	0	0%	1	2%	0	0%	2	3%	1	2%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
	Laboratory/X-ray											2	7%	1	2%	0	0%	1	2%	13	14%	11	16%	8	16%	23	39%	1	9%	1	25%
	Phone Call Follow-up											2	7%	1	2%	3	5%	3	5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Policy															1	2%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Out Dated Contact													1	2%	6	9%	0	0%	6	7%	1	0%	0	0%	1	0%	0	0%	0	0%
	Total:	63	100%	64	100%	61	100%	86	100%	22	100%	29	100%	48	100%	61	100%	62	100%	91	100%	66	100%	49	100%	54	100%	11	100%	2	100%
Physician	Physician Services	3	14%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	9%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	6	27%	3	20%	11	61%	14	58%	2	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	17%	0	0%	0	0%
	Other	4	18%	0	0%	0	0%	1	4%	0	0%	0	0%	2	12%	3	12%	5	25%	0	0%	1	9%	3	23%	0	0%	0	0%	0	0%
	Case Management Services	6	27%	7	58%	2	11%	3	15%	0	0%	1	6%	4	15%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Compliance	0	0%	0	0%	0	0%	0	0%	2	18%	1	6%	2	8%	1	4%	6	55%	1	9%	0	0%	0	0%	0	0%	1	25%	0	0%
	Eligibility	0	0%	0	0%	1	6%	4	17%	3	18%	0	0%	1	6%	0	0%	0	0%	1	9%	0	0%	0	0%	0	0%	1	25%	0	0%
	ER	0	0%	0	0%	0	0%	4	21%	1	9%	0	0%	0	0%	2	8%	2	10%	1	9%	1	9%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	1	5%	1	8%	1	6%	0	0%	3	18%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	0	0%	1	8%	3	17%	2	8%	1	5%	4	36%	2	12%	4	15%	0	0%	3	27%	3	27%	9	69%	3	50%	0	0%	0	0%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	1	5%	0	0%	0	0%	0	0%	1	5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services	2	9%	0	0%	0	0%	0	0%	5	26%	3	27%	1	6%	6	23%	2	10%	0	0%	2	18%	1	8%	0	0%	2	50%	0	0%
	Outdated Contact											1	9%	1	6%	1	4%	3	15%	1	9%	0	0%	0	0%	0	0%	0	0%	0	0%
	Member Survey													3	18%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications													2	12%	0	0%	3	15%	0	0%	2	18%	0	0%	1	17%	0	0%	0	0%
	Phone Call Follow Up													2	12%	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Introductory Call													1	6%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Adherence															3	12%	3	15%	1	9%	0	0%	0	0%	1	0%	0	0%	0	0%
	Total:	22	100%	12	100%	18	100%	24	100%	19	100%	11	100%	17	100%	26	100%	20	100%	11	100%	11	100%	13	100%	6	100%	4	100%	0	0%
Email		**359**	**24%**	**573**	**31%**	**259**	**21%**	**131**	**16%**	**159**	**17%**	**56**	**6%**	**76**	**6%**	**182**	**11%**	**108**	**7%**	**123**	**7%**	**182**	**9%**	**193**	**9%**	**139**	**7%**	**100**	**4%**	**120**	**16%**
Member	Case Management Services	17	52%	20	67%	5	38%	5	22%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	0	0%	1	6%

	Other	9	27%	0	0%	0	0%	6	26%	1	3%	0	0%	0	0%	1	7%	21	60%	11	61%	16	52%	18	51%	10	32%	0	0%	0	0%
	Eligibility	1	3%	2	7%	0	0%	6	26%	14	44%	1	33%	0	0%	4	27%	5	14%	6	33%	12	39%	14	40%	16	52%	6	86%	7	44%
	Provider Services	0	0%	0	0%	0	0%	1	4%	5	16%	1	33%	1	33%	1	7%	0	0%	0	0%	1	3%	1	3%	1	3%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	0	0%	6	19%	0	0%	0	0%	6	40%	6	17%	0	0%	1	3%	1	3%	1	3%	0	0%	0	0%
	Compliance	0	0%	0	0%	0	0%	2	9%	3	9%	0	0%	0	0%	1	7%	0	0%	1	6%	0	0%	0	0%	0	0%	1	14%	3	19%
	Collaboration Care coordination	4	12%	4	13%	4	31%	3	13%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	ER	0	0%	0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	2	6%	4	13%	4	31%	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	0	0%	0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claims											1	33%	1	33%	1	7%	2	6%	0	0%	1	3%	0	0%	0	0%	0	0%	4	25%
	Member Survey													1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications																													1	6%
	Introductory Call															1	7%	0	0%	0	0%	0	0%	1	0%	2	0%	0	0%	0	0%
	Total:	33	100%	30	100%	13	100%	23	100%	32	100%	3	100%	3	100%	15	100%	35	100%	18	100%	31	100%	35	100%	31	100%	7	100%	16	100%
ASO Worker	Other	71	61%	0	0%	2	2%	4	11%	0	0%	0	0%	0	0%	0	0%	1	9%	1	2%	5	8%	0	0%	0	0%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	0	0%	14	29%	5	19%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	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%	0	0%	1	0%	0	0%	4	9%	4	6%
	Case Management Services	14	12%	9	6%	3	3%	2	6%	11	22%	9	35%	9	100%	16	100%	9	82%	39	93%	52	84%	46	90%	40	93%	40	89%	53	83%
	Compliance	0	0%	1	1%	0	0%	1	3%	18	37%	7	27%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Policy	0	0%	9	6%	5	5%	3	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	ER	0	0%	0	0%	0	0%	0	0%	4	8%	0	0%	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications	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	0%	0	0%	0	0%
	Eligibility	4	3%	7	5%	4	4%	2	6%	0	0%	1	4%	0	0%	0	0%	0	0%	1	2%	5	8%	4	8%	2	5%	0	0%	1	2%
	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%
	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%
	Collaboration Care coordination	26	22%	102	72%	79	82%	24	67%	1	2%	2	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	2	2%	12	9%	3	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claims											2	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%	6	9%
	Total:	117	100%	141	100%	96	100%	36	100%	49	100%	26	100%	9	100%	16	100%	11	100%	42	100%	62	100%	51	100%	43	100%	45	100%	64	100%
Other	Other	57	37%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	8	9%	4	21%	11	35%	21	45%	22	28%	9	20%	3	8%	0	0%
	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%
	Physician Services	4	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%
	Compliance	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	8	5%	1	0%	1	1%	2	6%	1	13%	5	56%	11	37%	22	25%	6	32%	1	3%	5	11%	4	5%	2	4%	1	3%	1	4%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	ER	0	0%	0	0%	0	0%	0	0%	1	13%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	3	1%	0	0%	1	3%	0	0%	0	0%	2	7%	0	0%	0	0%	0	0%	9	19%	18	23%	10	22%	0	0%	0	0%
	Collaboration Care coordination	37	24%	183	62%	51	66%	12	39%	3	38%	0	0%	9	30%	48	55%	2	11%	3	10%	5	11%	7	9%	4	9%	26	72%	25	89%
	Pharmacy	23	15%	26	9%	8	10%	4	13%	1	13%	0	0%	0	0%	4	5%	6	32%	1	3%	0	0%	2	0%	0	0%	0	0%	0	0%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	1	13%	3	33%	0	0%	0	0%	1	5%	10	32%	5	11%	5	6%	2	4%	0	0%	1	4%
	Policy	2	1%	69	24%	15	19%	10	32%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Mental Health																											1	3%	0	0%
	Medication													4	13%	3	3%	0	0%	2	6%	0	0%	15	0%	2	0%	3	8%	1	4%
	Provider Services											1	11%	2	13%	1	1%	0	0%	2	6%	2	4%	7	9%	16	36%	2	6%	0	0%
	Total:	155	100%	293	100%	77	100%	31	100%	8	100%	9	100%	28	100%	88	100%	19	100%	31	100%	47	100%	80	100%	45	100%	36	100%	28	100%
Eligibility Office	Eligibility	11	32%	35	38%	21	48%	23	64%	67	97%	17	100%	35	97%	62	98%	43	100%	30	97%	36	97%	27	100%	19	95%	12	100%	11	100%
	Compliance	0	0%	0	0%	0	0%	0	0%	2	3%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	9	26%	28	30%	8	18%	6	17%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	1	3%	0	0%	1	5%	0	0%	0	0%
	Policy	0	0%	8	9%	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%
	Other	11	32%	0	0%	3	7%	2	6%	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	3	9%	22	24%	12	27%	4	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	34	100%	93	100%	44	100%	36	100%	69	100%	17	100%	36	100%	63	100%	43	100%	31	100%	37	100%	27	100%	20	100%	12	100%	11	100%
Nurse	Other	10	77%	0	0%	0	0%	1	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Adherence	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%
	Policy	0	0%	1	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Physician Services	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%	0	#REF!	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	2	15%	1	8%	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%
	Collaboration Care coordination	1	8%	11	85%	23	96%	3	60%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications											1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	13	100%	13	100%	24	100%	5	100%	1	100%	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%
Physician	Other	6	86%	0	0%	0	0%	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	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%
	Pharmacy	0	0%	1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	0	0%	1	33%	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%
	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%
	Case Management Services	1	14%	0	0%	1	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Introductory Call															0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	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%
Letter		**166**	**11%**	**132**	**7%**	**79**	**6%**	**73**	**9%**	**52**	**6%**	**52**	**5%**	**38**	**3%**	**36**	**2%**	**21**	**1%**	**5**	**0%**	**19**	**1%**	**33**	**2%**	**24**	**1%**	**31**	**1%**	**20**	**3%**
Members	Case Management Services	44	77%	20	54%	23	61%	26	65%	3	10%	1	6%	0	#REF!	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%
	ER																											1	5%	0	0%
	Compliance																											4	21%	2	14%
	Physician Services	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%
	Other	2	4%	0	0%	4	11%	4	10%	11	38%	3	19%	7	24%	25	81%	16	80%	0	0%	14	78%	14	74%	11	65%	9	47%	9	64%
	Hospital Services	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%
	Viral Loads	1	2%	0	0%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%	0	0%
	Eligibility	2	4%	0	0%	3	8%	0	0%	6	21%	1	6%	2	7%	2	6%	1	5%	0	0%	2	11%	4	21%	2	12%	2	11%	1	7%
	Collaboration Care Coordination	7	12%	14	38%	3	8%	4	10%	0	0%	1	6%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications																													1	7%
	Ambulance/Transportation	0	0%	1	3%	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%
	Pharmacy	0	0%	1	3%	4	11%	4	10%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	2	7%	1	6%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	16%	1	7%
	Provider Services	0	0%	1	3%	0	0%	1	3%	7	24%	8	50%	20	69%	2	6%	2	10%	0	0%	1	6%	0	0%	3	18%	0	0%	0	0%
	Adherence											1	6%	0	0%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Phone Call Follow Up															1	3%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%
	Introductory Call															0	0%	1	5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	57	100%	37	100%	38	100%	40	100%	29	100%	16	100%	29	100%	31	100%	20	100%	0	0%	18	100%	19	100%	17	100%	19	100%	14	100%
ASO Worker	Eligibility	0	0%	0	0%	3	21%	3	30%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	4	50%	1	50%	7	50%	3	30%	0	0%	5	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	0	0%
	Other	2	25%	0	0%	1	7%	4	40%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%
	Compliance	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%
	Collaboration Care Coordination	1	13%	1	50%	3	21%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	8	100%	2	100%	14	100%	10	100%	0	0%	5	100%	1	100%	1	100%	0	0%	0	0%	1	100%	0	0%	0	0%	2	100%	0	0%
Other	Other	22	29%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	3	60%	3	60%	2	40%	1	100%
	Compliacne																											1	20%	0	0%
	Ambulance/Transportation	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Physician Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	17	22%	8	9%	4	20%	3	75%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	2	3%	1	1%	3	15%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services	1	1%	0	0%	1	5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claim																											1	20%	0	0%
	Collaboration Care Coordination	34	44%	80	89%	12	60%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	1	1%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%	2	40%	1	20%	0	0%
	Pharmacy	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	77	100%	90	100%	20	100%	4	100%	2	100%	2	100%	0	0%	0	0%	0	0%	0	0%	1	0%	5	100%	5	100%	5	100%	1	100%
Eligibility Office	Case Management Services	0		0		1	100%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility							3	75%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%
	Total:	0		0		1	100%	4	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%
Nurse	Viral Loads	0	0%	0	0%	1	33%	3	50%	2	100%	4	100%	1	50%	3	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	0	0%	0	0%	0	0%	1	17%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%
	Other	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%	0	0%
	Provider Services																											2	67%	0	0%
	Laboratory/X-Ray													1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care Coordination	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	1	100%	0	0%	3	100%	6	100%	2	100%	4	100%	2	100%	3	100%	0	0%	0	0%	0	0%	0	0%	0	0%	3	100%	0	0%
Physician	Viral Loads	7	30%	3	100%	0	0%	6	67%	10	56%	22	88%	5	83%	0	0%	0	0%	1	20%	7	100%	4	50%	1	100%	1	50%	4	80%
	Case Management Services	0	0%	0	0%	1	33%	2	22%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Compliance	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%
	Policy	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%
	Provider Services	0	0	0	0	0	0	0	0	6	33%	3	12%	1	17%	0	0%	1	100%	4	80%	0	0%	3	37%	0	0%	1	50%	0	0%
	Eligibility	0	0%	0	0%	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%
	Laboratory/X-Ray															1	100%	0	0%	0	0%	0	0%	1	13%	0	0%	0	0%	0	0%
	Other	16	70%	0	0%	2	67%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
	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%

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%**
Members	Case Management Services	5	100%	2	67%	4	80%	2	67%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	0	0%	0	0%	1	20%	1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claim																											1	50%	0	0%
	Eligibility													1	100%	0	0%	1	0%	0	0%	1	100%	0	0%	0	0%	1	50%	1	100%
	Provider Services	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%
	Other											1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	0	100%	0	0%	0	0%
	Total:	5	100%	3	100%	5	100%	3	100%	0	0%	1	100%	1	100%	0	0%	1	0%	0	0%	1	100%	2	100%	0	100%	2	100%	1	100%
ASO Worker	Other	0	0%	0	0%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	1	50%	1	20%	2	40%	1	8%	0	0%	1	10%	0	0%
	Viral Loads	0	0%	0	0%	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%
	Case Management Services	1	100%	8	89%	7	88%	1	25%	2	50%	3	75%	2	50%	2	100%	0	0%	4	80%	3	60%	10	83%	4	80%	8	80%	15	94%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	1	25%	1	25%	2	50%	0	0%	1	50%	0	0%	0	0%	1	8%	1	8%	1	10%	1	6%
	Collaboration Care coordination	0	0%	1	11%	1	13%	2	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	1	100%	9	100%	8	100%	4	100%	4	100%	4	100%	4	100%	2	100%	2	100%	5	100%	5	100%	12	100%	5	100%	10	100%	16	100%
Other	Case Management Services	4	57%	3	60%	2	15%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Physician Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Other	1	14%	0	0%	1	8%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	1	50%	0	0%	0	0%	1	0%	0	0%	0	0%
	Viral Loads	2	29%	1	20%	9	69%	8	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	1	100%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	0	0%	1	20%	1	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	7	100%	5	100%	13	100%	8	100%	0	0%	0	0%	0	100%	0	0%	2	100%	2	100%	1	100%	0	0%	1	0%	0	0%	0	0%
Eligibility Office	Case Management Services	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	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%
	Collaboration Care coordination	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%
	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%
	Collaboration Care													1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	0	0%
	Viral Loads	3	75%	3	75%	5	100%	8	100%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	1	25%	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%
	Total:	4	100%	4	100%	5	100%	8	100%	0	0%	0	0%	1	100%	1	100%	0	0%	0	0%	0	0%	1	100%	0	100%	2	100%	0	0%
Physician	Ambulance/Transportation	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	100%	0	0%	0	0%
	Eligibility	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%
	Other	0	0%	0	0%	0	0%	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	3	75%	2	100%	2	100%	2	100%	1	100%	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	4	100%	2	100%	2	100%	2	100%	1	100%	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	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%**	**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%
	Total:	0		0		0		0		0	0	0	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
OUTGOING		**2060**	**58%**	**2684**	**59%**	**2242**	**64%**	**2109**	**72%**	**2668**	**74%**	**2695**	**73%**	**2884**	**68%**	**4947**	**76%**	**4536**	**75%**	**4527**	**71%**	**4419**	**69%**	**4,296**	**66%**	**4349**	**68%**	**2759**	**73%**	**4440**	**85%**
Calls		**1445**	**70%**	**1843**	**69%**	**1683**	**75%**	**1521**	**72%**	**2070**	**78%**	**2308**	**86%**	**2546**	**88%**	**4111**	**83%**	**3813**	**84%**	**3693**	**82%**	**3581**	**81%**	**3,344**	**78%**	**3451**	**79%**	**2205**	**80%**	**3531**	**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%	881	39%
	Case Management Services	404	20%	444	44%	401	45%	247	25%	134	8%	26	2%	15	1%	9	0%	4	0%	1	0%	4	0%	9	0%	19	1%	7	1%	16	1%
	Adherence	0	0%	276	27%	325	36%	378	38%	689	41%	815	53%	439	28%	1378	46%	895	33%	789	34%	692	31%	651	31%	702	35%	176	13%	592	26%
	Other	3	0%	0	0%	2	0%	15	1%	32	2%	29	2%	51	3%	68	2%	164	6%	204	9%	185	8%	119	6%	139	7%	67	5%	33	1%
	Physician Services	1	0%	0	0%	0	0%	24	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	9	1%	23	2%	30	3%	50	5%	187	11%	88	6%	97	6%	234	8%	123	5%	169	7%	164	7%	176	8%	140	7%	115	9%	65	3%
	Member Survey													318	21%	1	0%	234	9%	276	12%	253	11%	257	12%	189	9%	194	14%	194	9%
	Family Planning													1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	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%
	Inpatient																					66	3%	53	3%	33	2%	26	2%	62	3%
	ER	0	0%	0	0%	0	0%	0	0%	70	4%	29	2%	29	2%	186	6%	326	12%	289	13%	296	13%	269	13%	184	9%	161	12%	299	13%
	Viral Loads	4	1%	4	0%	11	1%	88	9%	19	1%	0	0%	1	0%	2	0%	0	0%	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%
	Medications	0	0%	0	0%	0	0%	0	0%	31	2%	13	1%	38	2%	41	1%	21	1%	22	1%	55	2%	34	2%	46	2%	22	2%	10	0%
	Mental Health/Substance Abuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	0%	1	0%	5	0%	8	0%	1	0%	4	0%	0	0%	0	0%
	Ambluance/Transportation	0	0%	8	1%	4	0%	4	0%	5	0%	2	0%	3	0%	3	0%	2	0%	2	0%	13	1%	17	1%	12	1%	2	0%	1	0%
	Laboratory/X-ray	0	0%	1	0%	1	0%	1	0%	0	0%	7	0%	3	0%	0	0%	0	0%	9	0%	7	0%	6	0%	11	1%	3	0%	0	0%
	Provider Services	1	0%	3	0%	1	0%	0	0%	55	3%	19	1%	26	2%	24	1%	8	0%	5	0%	3	0%	13	1%	8	0%	1	0%	1	0%
	Collaboration Care coordination	1	0%	12	1%	9	1%	2	0%	7	0%	26	2%	16	1%	7	0%	2	0%	2	0%	3	0%	2	0%	7	0%	5	0%	7	0%
	Pharmacy	31	5%	78	8%	51	6%	19	2%	18	1%	11	1%	13	1%	8	0%	16	1%	4	0%	0	0%	1	0%	2	0%	1	0%	1	0%
	Policy	0	0%	5	0%	6	1%	6	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	13	1%	8	1%	7	0%	17	1%	45	2%	49	2%	30	1%	21	1%	22	1%	8	1%	3	0%
	Introductory Call											47	3%	129	8%	152	5%	186	7%	146	6%	118	5%	110	5%	125	6%	89	7%	84	4%
	Outdated Contact											35	2%	82	5%	304	10%	281	10%	34	1%	40	2%	70	3%	27	1%	26	2%	26	1%
	Phone Call Follow-up											32	2%	122	8%	148	5%	64	2%	55	2%	108	5%	143	7%	79	4%	10	1%	2	0%
	Total:	683	100%	1009	100%	900	100%	1003	100%	1678	100%	1550	100%	1546	100%	2968	100%	2690	100%	2290	100%	2242	100%	2114	100%	2010	100%	1348	100%	2277	100%
ASO Worker	Case Management Services	139	62%	183	61%	112	51%	56	43%	183	75%	340	72%	405	81%	461	70%	269	50%	355	54%	410	63%	444	66%	539	70%	416	89%	726	96%
	Other	31	14%	0	0%	4	2%	2	2%	0	0%	0	0%	4	1%	7	1%	27	5%	17	3%	23	4%	18	3%	13	2%	1	0%	1	0%
	Adherence	0	0%	0	0%	0	0%	7	5%	9	4%	36	8%	37	7%	68	10%	94	17%	88	13%	58	9%	52	8%	73	9%	14	3%	7	1%
	Compliance	1	0%	4	1%	1	0%	2	2%	9	4%	46	10%	20	4%	45	7%	63	12%	80	12%	40	6%	42	6%	53	7%	11	2%	2	0%
	Eligibilty	12	5%	32	11%	35	16%	24	19%	18	7%	9	2%	5	1%	22	3%	9	2%	15	2%	16	2%	22	3%	18	2%	2	0%	3	0%
	Introductory Call													2	0%	4	1%	11	2%	3	0%	0	0%	1	0%	1	0%	3	1%	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%
	Viral Loads	1	0%	5	2%	8	4%	11	9%	3	1%	1	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	ER	0	0%	0	0%	0	0%	0	0%	10	4%	15	3%	5	1%	25	4%	48	9%	48	7%	56	9%	53	8%	32	4%	2	0%	4	1%
	Inpatient																					2	0%	3	0%	8	1%	1	0%	0	0%
	Laboratory/X-ray																					2	0%	1	0%	2	0%	0	0%	0	0%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Phone Call Follow-up													7	1%	6	1%	0	0%	0	0%	2	0%	2	0%	0	0%	2	0%	0	0%
	Member Survey													1	0%	0	0%	0	0%	4	1%	1	0%	5	1%	11	1%	1	0%	1	0%
	Mental Health / Substance Abuse	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	2	0%	1	0%	1	0%	0	0%	4	1%	3	0%	1	0%	2	0%	4	1%
	Collaboration Care coordination	17	8%	40	13%	35	16%	21	16%	3	1%	7	1%	1	0%	3	0%	1	0%	36	5%	34	5%	11	2%	7	1%	5	1%	8	1%
	Provider Services	0	0%	0	0%	0	0%	0	0%	5	2%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%
	Pharmacy	22	10%	34	11%	24	11%	6	5%	2	1%	1	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	2	1%	1	0%	1	0%	0	0%	2	0%	2	0%	0	0%	5	0%	8	1%	0	0%	0	0%
	Policy	1	0%	4	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%
	Outdated Contact											9	2%	5	1%	15	2%	13	2%	7	1%	2	0%	3	0%	0	0%	3	1%	0	0%
	Medications											1	0%	1	0%	1	0%	0	0%	1	0%	4	1%	5	1%	4	1%	1	0%	0	0%
	Total:	225	100%	302	100%	220	100%	129	100%	244	100%	469	100%	499	100%	658	100%	538	100%	656	100%	654	100%	670	100%	771	100%	465	100%	756	100%
Other	Case Management Services	140	49%	98	32%	83	29%	38	26%	2	3%	8	6%	1	1%	0	0%	2	1%	2	0%	4	1%	2	1%	4	1%	7	4%	2	1%
	Other	55	19%	0	0%	1	0%	3	2%	9	13%	4	3%	12	6%	14	7%	69	18%	95	23%	57	16%	75	24%	65	18%	40	20%	13	8%
	Adherence	0	0%	29	10%	21	7%	7	5%	0	0%	3	2%	4	2%	5	3%	15	4%	25	6%	23	6%	24	8%	17	5%	5	3%	6	4%
	Compliance	4	1%	15	5%	5	2%	2	1%	0	0%	3	2%	0	0%	16	8%	24	6%	5	1%	7	2%	1	0%	7	2%	10	5%	5	3%
	Introductory Call													1	1%	1	1%	2	1%	1	0%	2	1%	2	1%	1	0%	1	1%	1	1%
	Hospital Services	3	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	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%
	Member Survey													1	1%	0	0%	0	0%	4	1%	1	0%	4	1%	2	1%	4	2%	1	1%
	Eligibilty	13	5%	6	2%	7	2%	6	4%	14	21%	25	19%	20	10%	31	16%	16	4%	15	4%	12	3%	12	4%	22	6%	6	3%	4	2%
	ER																					10	3%	4	1%	4	1%	2	1%	5	3%
	Viral Loads	45	16%	28	9%	83	29%	61	41%	2	3%	4	3%	3	2%	2	1%	0	0%	9	2%	0	0%	1	0%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	3	1%	3	1%	2	1%	0	0%	5	4%	2	1%	1	1%	0	0%	1	0%	7	2%	20	6%	4	1%	2	1%	0	0%
	Collaboration Care coordination	11	4%	76	25%	68	23%	13	9%	5	7%	29	21%	52	26%	16	8%	18	5%	38	9%	37	10%	35	11%	40	11%	43	22%	72	44%
	Pharmacy	8	3%	36	12%	11	4%	12	8%	11	16%	22	16%	36	18%	42	21%	142	38%	109	26%	62	17%	37	12%	95	27%	29	15%	16	10%
	Medications	0	0%	0	0%	0	0%	0	0%	11	16%	4	3%	31	16%	32	16%	22	6%	19	5%	45	13%	22	7%	23	6%	12	6%	7	4%
	Policy	1	0%	6	2%	7	2%	2	1%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	MentalHealth/Substance Abuse	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	6	2%	0	0%	2	1%	1	0%	1	0%	0	0%	1	1%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	1	1%	8	6%	9	5%	21	11%	43	11%	62	15%	56	16%	51	16%	50	14%	28	14%	27	17%
	Provider Services	8	0%	6	2%	1	0%	1	1%	12	18%	16	12%	21	11%	8	4%	15	4%	28	7%	21	6%	18	6%	18	5%	10	5%	0	0%
	Laboratory/X-ray											2	1%	0	0%	0	0%	0	0%	1	0%	5	1%	0	0%	1	0%	0	0%	1	1%
	Outdated Contact											1	1%	4	2%	4	2%	1	0%	0	0%	0	0%	1	0%	1	0%	1	1%	0	0%
	Phone Call Follow-up											1	1%	1	1%	4	2%	1	0%	0	0%	4	1%	3	1%	1	0%	0	0%	1	1%
	Total:	288	100%	305	100%	290	100%	147	100%	67	100%	135	100%	200	100%	197	100%	376	100%	414	100%	355	100%	313	100%	356	100%	200	100%	162	100%
Eligibility Office	Eligibility	16	15%	14	10%	20	16%	17	21%	16	89%	52	98%	108	95%	138	95%	104	94%	129	99%	165	96%	124	98%	139	99%	34	81%	15	79%
	Other	7	6%	0	0%	1	1%	1	1%	0	0%	0	0%	0	0%	0	0%	5	5%	1	1%	2	1%	1	1%	1	1%	2	5%	0	0%
	Case Management Services	75	69%	82	61%	89	72%	61	74%	2	11%	0	0%	1	1%	0	0%	1	1%	0	0%	2	1%	0	0%	1	1%	2	5%	1	5%
	Medications													2	2%	1	1%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	1	1%	1	1%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%

	Pharmacy													1	1%	0	0%	1	1%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
	Compliance	2	2%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%	0	0%
	Unpaid Claims	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	1	2%	0	0%
	Hospital 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%	0	0%
	Collaboration Care coordination	8	7%	35	26%	13	10%	2	2%	0	0%	1	2%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	5%	3	16%
	Policy	0	0%	4	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%
	Outdated Contact															0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Phone Call Follow-up															2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services															1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	109	100%	135	100%	124	100%	82	100%	18	100%	53	100%	114	100%	145	100%	111	100%	130	100%	171	100%	127	100%	141	100%	42	100%	19	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%	0	0%
	Other	2	3%	0	0%	3	3%	3	4%	0	0%	0	0%	3	3%	3	4%	13	23%	8	6%	13	9%	6	6%	4	3%	4	4%	1	0%
	Case Management Services	36	54%	21	30%	31	33%	15	21%	0	0%	1	2%	23	22%	23	28%	0	0%	1	1%	2	1%	3	3%	0	0%	14	14%	17	6%
	Adherence	0	0%	0	0%	0	0%	0	0%	1	4%	4	7%	3	3%	9	11%	10	18%	16	12%	8	6%	5	5%	6	4%	5	5%	0	0%
	Compliance	0	0%	1	1%	0	0%	1	1%	2	9%	6	11%	8	8%	7	9%	9	16%	16	12%	11	8%	3	3%	5	3%	6	6%	0	0%
	Policy	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%
	Member Survey													1	1%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	25	37%	22	32%	36	38%	44	60%	4	17%	7	12%	5	5%	6	7%	3	5%	4	3%	2	1%	0	0%	0	0%	0	0%	0	0%
	Family Planning	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%
	Outdated Contact													3	3%	8	10%	1	2%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications	0	0%	0	0%	0	0%	1	1%	9	39%	1	2%	6	6%	4	5%	5	9%	14	11%	21	15%	7	7%	14	9%	1	1%	1	0%
	Eligibility	0	0%	2	3%	3	3%	3	4%	1	4%	0	0%	0	0%	5	6%	1	2%	3	2%	5	4%	0	0%	0	0%	0	0%	0	0%
	Introductory Call																													1	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	3	4%	9	13%	9	9%	0	0%	1	4%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	0	0%	13	19%	13	14%	4	5%	0	0%	13	23%	25	24%	1	1%	5	9%	25	19%	29	21%	46	45%	31	20%	52	53%	48	17%
	Unpaid Claim	0	0%	0	0%	0	0%	0	0%	1	4%	0	0%	0	0%	0	0%	0	0%	3	2%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services	0	0%	1	1%	0	0%	0	0%	4	17%	9	16%	18	17%	12	15%	5	9%	20	15%	15	11%	11	11%	15	10%	16	16%	9	3%
	ER											1	2%	3	3%	1	1%	4	7%	4	3%	6	4%	2	2%	1	1%	1	1%	0	0%
	Laboratory/X-ray											10	18%	4	4%	0	0%	1	2%	17	13%	25	18%	20	19%	77	50%	0	0%	202	72%
	Phone Call Follow-up											4	7%	3	3%	3	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	67	100%	69	100%	95	100%	73	100%	23	100%	57	100%	105	100%	82	100%	57	100%	133	100%	137	100%	103	100%	153	100%	99	100%	279	100%
Physician	Viral Loads	20	27%	8	35%	32	59%	69	79%	9	23%	6	14%	2	2%	1	2%	0	0%	1	3%	0	0%	0	0%	0	0%	1	2%	0	0%
	Provider Services	6	8%	0	0%	0	0%	2	2%	11	28%	10	23%	18	22%	13	21%	8	20%	6	16%	9	41%	8	47%	8	40%	46	90%	35	92%
	Other	11	15%	0	0%	3	6%	1	1%	0	0%	1	2%	1	1%	5	8%	3	7%	2	5%	1%	5%	2	5%	2	10%	0	0%	0	0%
	Case Management Services	31	42%	11	48%	5	9%	4	5%	2	5%	0	0%	3	4%	3	5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	8	9%	4	10%	6	14%	7	9%	6	10%	8	20%	5	13%	2	9%	0	0%	0	0%	0	0%	0	0%
	Member Survey													6	7%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Phone Call Follow-up													3	4%	2	3%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Introductory Call													3	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Compliance	2	3%	1	4%	0	0%	0	0%	3	8%	3	7%	2	2%	9	15%	5	12%	5	13%	1	5%	0	0%	1	5%	0	0%	0	0%
	Eligibility	1	1%	0	0%	0	0%	2	2%	6	15%	1	2%	4	5%	5	8%	0	0%	0	0%	0	0%	0	0%	1	5%	0	0%	0	0%
	Medications	0	0%	0	0%	0	0%	0	0%	3	8%	1	2%	13	16%	3	5%	1	2%	4	11%	5	23%	2	12%	2	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%	0	0%
	Collaboration Care coordination	0	0%	2	9%	12	22%	1	1%	0	0%	5	11%	6	7%	1	2%	5	12%	5	13%	1	5%	5	29%	6	30%	3	6%	1	3%
	ER											1	2%	3	4%	4	7%	4	10%	3	8%	1	5%	0	0%	0	0%	0	0%	0	0%
	Laboratory/X-ray											5	11%	4	5%	0	0%	0	0%	2	5%	1	5%	0	0%	0	0%	0	0%	2	5%
	Policy											1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Outdated Contact											2	5%	7	9%	8	13%	1	2%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claims											1	2%	0	0%	1	2%	5	12%	4	11%	1	5%	0	0%	0	0%	1	2%	0	0%
	Total:	73	100%	23	100%	54	100%	87	100%	39	100%	44	100%	82	100%	61	100%	41	100%	38	100%	22	100%	17	100%	20	100%	51	100%	38	100%
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%**
Member	Case Management Services	31	72%	27	66%	6	29%	5	22%	2	6%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	6%	0	0%	0	0%
	Other	7	16%	0	0%	0	0%	1	4%	0	0%	0	0%	0	0%	2	14%	13	52%	11	41%	14	41%	19	44%	7	41%	1	50%	1	8%
	Physician Services	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%
	Mental Health/Substance Abuse	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%	0	0%
	Eligibilty	1	2%	1	2%	2	10%	6	26%	7	19%	2	25%	1	25%	8	57%	3	12%	14	52%	9	26%	7	16%	3	18%	1	50%	2	15%
	Introductory Call																					1	3%	3	7%	1	6%	0	0%	1	8%
	Member Survey																					1	3%	0	0%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	3%	4	9%	1	6%	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%
	Pharmacy	2	5%	5	12%	7	33%	1	4%	1	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services	1	2%	1	2%	0	0%	1	4%	3	8%	2	25%	0	0%	1	7%	0	0%	0	0%	0	0%	3	7%	1	6%	0	0%	0	0%
	Phone Call Follow-up													1	25%	0	0%	0	0%	0	0%	2	6%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	0	0%	5	12%	6	29%	1	4%	1	3%	1	13%	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%	1	6%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	6	26%	7	19%	1	13%	1	25%	2	14%	6	24%	1	4%	3	9%	1	2%	1	6%	0	0%	0	0%
	Compliance	0	0%	1	2%	0	0%	2	9%	14	39%	0	0%	1	25%	0	0%	1	4%	0	0%	0	0%	1	2%	0	0%	0	0%	8	62%
	ER	0	0	0	0	0	0	0	0	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%
	Unpaid Claim	0	0	0	0	0	0	0	0	1	3%	1	13%	0	0%	0	0%	2	8%	0	0%	2	6%	0	0%	0	0%	0	0%	0	0%
	Policy	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Laboratory/X-ray											1	13%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Medications															1	7%	0	0%	1	4%	0	0%	3	7%	1	6%	0	0%	1	8%
	Total	43	100%	41	100%	21	100%	23	100%	36	100%	8	100%	4	100%	14	100%	25	100%	27	100%	34	100%	43	100%	17	100%	2	100%	13	100%
ASO Worker	Case Management Services	28	19%	16	9%	3	3%	6	8%	40	28%	16	34%	7	88%	16	89%	10	83%	16	84%	17	85%	12	63%	22	81%	4	100%	69	97%
	Other	76	51%	0	0%	0	0%	0	0%	0	0%	0	0%	1	12%	1	6%	0	0%	0	0%	0	0%	2	11%	1	4%	0	0%	0	0%
	Eligibility	6	4%	12	7%	6	6%	8	11%	1	1%	0	0%	0	0%	1	6%	2	17%	3	16%	2	10%	5	26%	4	15%	0	0%	2	3%
	Adherence	0	0%	0	0%	0	0%	18	25%	46	32%	16	34%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Compliance	0	0%	0	0%	1	1%	11	15%	35	24%	11	23%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Physician Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Family planning	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	ER	0	0%	0	0%	0	0%	0	0%	15	10%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	EPSDT 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%	0	0%
	Collaboration Care coordination	30	20%	115	68%	83	81%	20	28%	3	2%	2	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	5	3%	14	8%	3	3%	3	4%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	1	1%	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%
	Policy	0	0%	12	7%	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%
	Viral load	0	0%	0	0%	0	0%	6	8%	3	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services											2	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total	148	100%	170	100%	103	100%	72	100%	144	100%	47	100%	8	100%	18	100%	12	100%	19	100%	20	100%	19	100%	27	100%	4	100%	71	100%
Other	Other	59	35%	0	0%	0	0%	24	37%	8	47%	0	0%	0	0%	52	66%	11	52%	33	42%	46	38%	25	14%	33	23%	21	28%	18	20%
	Case Management Services	35	21%	10	3%	4	4%	5	8%	1	6%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	1	1%	0	0%	0	0%
	Physician Services	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	7	4%	1	0%	4	4%	4	6%	3	18%	8	80%	10	67%	16	20%	4	19%	3	4%	14	12%	11	6%	12	9%	9	12%	6	7%
	Family Planning	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	42	25%	208	65%	61	61%	22	34%	2	12%	0	0%	2	13%	8	10%	3	14%	5	6%	7	6%	14	8%	11	8%	13	17%	13	15%
	Medications													1	7%	2	3%	0	0%	0	0%	6	5%	9	5%	4	3%	1	1%	3	3%
	Pharmacy	20	12%	21	7%	6	6%	2	3%	2	12%	0	0%	1	7%	0	0%	1	5%	0	0%	0	0%	3	2%	7	5%	4	5%	1	1%
	Policy	3	2%	78	24%	24	24%	8	12%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	2%	0	0%	0	0%	0	0%
	Ambulance/Transportation	0	0%	1	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	2	10%	8	10%	21	17%	43	24%	28	20%	0	0%	9	10%
	Provider Services	0	0%	0	0%	0	0%	0	0%	1	6%	1	10%	0	0%	1	1%	0	0%	9	11%	17	14%	49	27%	29	21%	19	25%	16	18%
	Compliance	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%
	Viral Loads	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claims											1	10%	1	7%	0	0%	0	0%	21	27%	10	8%	21	12%	16	11%	7	9%	22	25%
	ER															0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total	169	100%	321	100%	100	100%	65	100%	17	100%	10	100%	15	100%	79	100%	21	100%	79	100%	121	100%	179	100%	141	100%	75	100%	88	100%
Eligibility Office	Other	14	16%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	25	29%	40	24%	30	25%	36	35%	189	98%	162	98%	198	99%	375	99%	331	100%	384	99%	393	99%	445	100%	365	100%	253	100%	234	100%
	Case Management Services	42	49%	86	51%	70	58%	62	60%	2	1%	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%	2	0%	1	0%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Compliance	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%	1	1%	2	1%	1	0%	1	0%	2	1%	0	0%	0	0%	0	0%	0	0%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	4	5%	32	19%	19	16%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	1	0%	1	0%
	Pharmacy	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Policy	0	0%	11	6%	0	0%	4	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Unpaid Claims																			1	0%	0	0%	0	0%		0%	0	0%	0	0%
	Total	86	100%	170	100%	120	100%	103	100%	192	100%	165	100%	199	100%	377	100%	332	100%	388	100%	395	100%	447	100%	366	100%	254	100%	235	100%
Nurse	Case Management Services	5	56%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Other	3	33%	0	0%	2	9%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%	1	100%	0	0%	0	0%	0	0%
	Collaboration Care coordination	1	11%	10	83%	20	91%	4	36%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	0	0%	1	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	0	0%	0	0%	0	0%	7	64%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

	Policy	0	0%	1	8%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total	9	100%	12	100%	22	100%	11	100%	1	100%	2	100%	0	0%	0	0%	1	100%	0	0%	2	100%	1	100%	0	0%	0	0%	0	0%
Physician	Other	4	44%	0	0%	4	100%	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	1	11%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	3	33%	1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Load	1	11%	1	33%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Introductory Call															1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Pharmacy	0	0%	1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total	9	100%	3	100%	4	100%	1	100%	2	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%
Letter		**125**	**6%**	**107**	**4%**	**160**	**7%**	**293**	**14%**	**196**	**7%**	**153**	**6%**	**111**	**4%**	**346**	**7%**	**330**	**7%**	**311**	**7%**	**263**	**6%**	**259**	**6%**	**346**	**8%**	**167**	**6%**	**200**	**7%**
Member	Case Management Services	62	81%	36	75%	56	58%	83	59%	12	7%	2	1%	1	1%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
	Other	6	8%	0	0%	24	25%	2	1%	26	15%	5	3%	24	23%	104	31%	82	25%	96	31%	101	39%	98	38%	104	31%	101	63%	146	76%
	Viral Loads	0	0%	0	0%	2	2%	15	11%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Adherence	0	0%	0	0%	0	0%	12	9%	2	1%	6	4%	0	0%	3	1%	0	0%	0	0%	1	0%	0	0%	3	1%	2	1%	4	2%
	Medications													2	2%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
	Outdated Contact													1	1%	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%	3	2%	0	0%
	Member Survey													1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
	Compliance	3	4%	2	4%	4	4%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	17	11%	6	3%
	Family Planning	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Mental Health/ Substance Abuse	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	1	1%	2	4%	3	3%	3	2%	11	6%	2	1%	1	1%	6	2%	0	0%	0	0%	1	0%	2	1%	6	2%	2	1%	1	1%
	ER	0	0%	0	0%	0	0%	0	0%	80	47%	36	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	4	3%	5	3%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Inpatient																											1	1%	0	0%
	Policy	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services	0	0%	0	0%	1	1%	18	13%	32	19%	18	12%	6	6%	9	3%	0	0%	1	0%	0	0%	0	0%	9	3%	0	0%	0	0%
	Collaboration Care coordination	3	4%	0	0%	1	1%	3	2%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%
	Pharmacy	2	3%	8	17%	5	5%	3	2%	3	2%	14	10%	0	0%	1	0%	0	0%	0	0%	2	1%	0	0%	1	0%	0	0%	0	0%
	Introductory Call											1	1%	0	0%	2	1%	1	0%	1	0%	0	0%	0	0%	2	1%	2	1%	1	1%
	Phone Call Follow-up											62	42%	70	66%	212	63%	243	74%	211	68%	155	59%	155	61%	212	63%	27	17%	25	13%
	Total:	77	100%	48	100%	96	100%	141	100%	170	100%	146	100%	106	100%	338	100%	327	100%	309	100%	261	100%	255	100%	338	100%	160	100%	191	100%
ASO Worker	Case Management Services	1	17%	2	20%	7	41%	9	56%	0	0%	1	100%	3	100%	2	40%	0	0%	0	0%	0	0%	0	0%	2	40%	4	100%	5	100%
	Eligibility	0	0%	0	0%	1	6%	1	6%	0	0%	0	0%	0	0%	1	20%	0	0%	1	100%	0	0%	0	0%	1	20%	0	0%	0	0%
	Other	3	50%	0	0%	4	24%	1	6%	0	0%	0	0%	0	0%	2	40%	0	0%	0	0%	1	100%	0	0%	2	40%	0	0%	0	0%
	Collaboration Care coordination	2	33%	8	80%	5	29%	5	31%	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%	10	100%	17	100%	16	100%	0	0%	1	100%	3	100%	5	100%	0	0%	1	100%	1	100%	0	0%	5	100%	4	100%	5	100%
Other	Other	6	43%	0	0%	5	33%	2	11%	1	25%	0	0%	1	100%	1	100%	3	100%	1	100%	1	100%	4	100%	1	100%	2	100%	0	0%
	Case Management Services	6	43%	0	0%	3	20%	3	17%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Hospital Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care coordination	1	7%	5	63%	4	27%	2	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	1	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%
	Adherence	0	0%	1	13%	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%
	Compliance	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%
	Unpaid Claim	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%
	Viral Loads	0	0%	1	13%	3	20%	10	56%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total:	14	100%	8	100%	15	100%	18	100%	4	100%	0	0%	1	100%	1	100%	3	100%	1	100%	1	100%	4	100%	1	100%	2	100%	0	0%
Eligibility Office	Case Management Services	7	41%	25	66%	16	64%	7	64%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Other	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%
	Eligibility	5	29%	2	5%	4	16%	4	36%	2	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%
	Collaboration Care coordination	4	24%	10	26%	5	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Policy	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%
	Total:	17	100%	38	100%	25	100%	11	100%	2	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%
Nurse	Case Management Services	0	0%	0	0.00%	2	67%	2	22%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Collaboration Care Coordination																											1	100%	1	25%
	Hospital Services	0	0%	0	0.00%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	0	0%	0	0.00%	0	0%	6	67%	3	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Laboratory/X-ray																													3	75%
	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%
	Other	1	100%	0	0.00%	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%
	Total:	1	100%	0	0.00%	3	100%	9	100%	3	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	4	100%
Physician	Viral Loads	3	30%	2	67%	1	25%	83	85%	15	88%	5	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	0	0%	0	0%	3	75%	9	9%	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%
	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%
	Laboratory/X-ray	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%
	Eligibility	0	0%	0	0%	0	0%	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%
	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%
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%**
Member	Eligibilty	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%
	Other	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	100%	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%
	Adherence															1	100%	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%
ASO Worker	Ambulance/Transportation																													3	1%
	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%
	Collaboration Care Coordination																													1	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%
	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%
Other	Other	1	17%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	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%
	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%
	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%
	Ambulance/Transportation	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Eligibility	2	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	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%
	Viral Loads	1	17%	4	50%	11	85%	4	80%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Provider Services											1	50%	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%
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%
	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%
	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%
	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%
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%
	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%
	Collaboration Care coordinatio	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	60%	0	0%
	Provider Services	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Laboratory/X-ray																													1	33%
	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%
	Eligibility	1	13%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	6	75%	4	100%	10	91%	7	88%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	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%
Physician	Physician Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Viral Loads	7	70%	2	100%	3	75%	2	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Case Management Services	1	10%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	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%
	Other	1	10%	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%
	Total:	10	100%	2	100%	4	100%	2	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%
TOTAL CONTACTS:		**3532**	**####**	**4528**	**####**	**3494**	**####**	**2910**	**100%**	**3587**	**100%**	**3679**	**100%**	**4211**	**100%**	**6552**	**100%**	**6059**	**100%**	**6408**	**100%**	**6383**	**100%**	**6509**	**100%**	**6356**	**100%**	**3757**	**100%**	**5204**	**100%**

Attachment N
Nurse Coordinator Complaint Log
Demonstration Year 18

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

Special Benefits Project: Annual Reports For DY18
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)

	Demonstration Year 14						Demonstration Year 15						Demonstration Year 16						Demonstration Year 17						Demonstration Year 18					
	Demonstration Enrollees			Medicaid Members*			Demonstration Enrollees			Medicaid Members*			Demonstration Enrollees			Medicaid Members*			Demonstration Enrollees			Medicaid Members*			Demonstration Enrollees			Medicaid Members*		
Distinct Members	536			388			547			389			541			390			511			546			365			571		
Name	**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**	**Users**	**Users (%)**	**Claims**
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	41.00%	570	92	25.34%	195	198	35.29%	570
Physician Visits	454	84.70%	3,393	308	79.38%	2,890	452	82.63%	3,030	366	94.33%	3,393	459	84.84%	3,057	361	93.04%	3,273	409	80.83%	2,294	504	93.51%	3,680	293	80.72%	1,478	517	92.16%	3,680
General Inpatient Services	55	10.26%	116	56	14.43%	96	74	11.80%	131	72	18.56%	118	43	7.95%	95	58	14.95%	114	55	10.87%	91	84	15.58%	149	29	7.99%	60	54	9.63%	119
Inpatient Behavioral Health Services	1	0.19%	1	3	0.77%	5	0	0.00%	0	1	0.26%	3				1	0.26%	1				1	19.00%	1	2	0.55%	4	2	0.36%	2

* 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.

Special Benefits Project: Annual Reports For Demonstration Year 18
Attachment L: Deceased

	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14	DY15	DY16	DY17	DY18
Demonstration Enrollees	3	2	3	0	5	6	2	4	8	4	10	5	6	3	13	4	11	4
Medicaid Members	12	9	14	11	13	17	6	5	10	7	5	3	6	9	10	8	10	12
Total	**15**	**11**	**17**	**11**	**18**	**23**	**8**	**9**	**18**	**11**	**15**	**8**	**12**	**12**	**23**	**12**	**21**	**16**

Special Benefits Project: Annual Reports For Demonstration Year 18
Attachment M: Disenrollment Tracking for Demonstration Group

Summary	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14	DY15	DY16	DY17	DY18
Deceased	3	3	3	4	3	6	2	4	8	4	10	8	6	3	15	4	11	4
Moved to Full MaineCare	8	14	7	24	12	13	16	17	17	16	11	7	10	19	27	18	141	44
Re-enrolled in 5B	3	2	3	3	8	21	17	9	25	11	26	12	13	19	21	29	30	3
Moved out of state*	1	1	3	5	14	15	5	5										
Not enrolled in MaineCare	5	15	9	10	11	28	30	41	39	48	78	65	70	66	82	61	74	26
Total	**20**	**35**	**25**	**46**	**48**	**83**	**70**	**76**	**89**	**79**	**125**	**92**	**99**	**107**	**145**	**112**	**256**	**77**

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

Top 10 Diagnosis Codes for Hospitalization-Demonstration Enrollees

Code	Description	Claims	Clients
A419	Sepsis, unspecified organism	4	7
F314	Bipolar disord, current episode depressed, severe, w/o psychotic feature	1	1
F332	Major depressive disorder, recurrent severe without psychotic features	2	4
F251	Schizoaffective disorder, depressive type	1	2
A047	Enterocolitis due to Clostridium difficile	1	3
A084	Viral intestinal infection, unspecified	1	3
B179	Acute viral hepatitis, unspecified	1	1
B20	Human immunodeficiency virus [HIV] disease	1	2
E11621	Type 2 diabetes mellitus with foot ulcer	1	1
F10231	Alcohol dependence with withdrawal delirium	1	1

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

Code	Description	Claims	Clients
A419	Sepsis, unspecified organism	12	11
B20	Human immunodeficiency virus [HIV] disease	6	4
F332	Major depressive disorder, recurrent severe without psychotic features	5	3
K8520	Alcohol induced acute pancreatitis without necrosis or infection	4	3
O9872	Human immunodeficiency virus [HIV] disease complicating childbirth	3	3
E1010	Type 1 diabetes mellitus with ketoacidosis without coma	3	1
I130	HTN heart & chr kidney disease w HF & stage 1 through 4 CKD or unspec	3	1
I110	Hypertensive heart disease with heart failure	2	2
I214	Non-ST elevation (NSTEMI) myocardial infarction	2	2
N179	Acute kidney failure, unspecified	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 Waiver: Annual Reports For Demonstration Year 18
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 12/31/2020)

	Demonstration Year 1						Demonstration Year 2						Demonstration Year 3					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 18 years and Over	10			86			9			95			16			94		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	1	10%	1	33	38%	46	3	33%	3	24	25%	25	3	19%	3	40	43%	64
Mammography**	1	10%	1	12	14%	15	1	11%	1	19	20%	22	4	25%	4	18	19%	25

	Demonstration Year 4						Demonstration Year 5						Demonstration Year 6					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 18 years and Over	28			108			31			103			34			102		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	2	7%	2	29	27%	37	13	42%	14	40	39%	46	11	32%	14	33	32%	36
Mammography**	1	4%	1	32	30%	50	7	23%	10	9	9%	13	7	21%	9	21	21%	29

	Demonstration Year 7						Demonstration Year 8						Demonstration Year 9					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 18 years and Over	39			107			46			122			52			125		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	6	15%	8	35	33%	46	15	33%	21	35	29%	62	13	25%	18	39	31%	73
Mammography**	8	21%	8	23	21%	34	4	9%	4	25	20%	44	14	27%	29	36	29%	84

	Demonstration Year 10						Demonstration Year 11						Demonstration Year 12					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 18 years and Over	58			128			68			114			55			107		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	13	22%	18	28	22%	45	20	29%	38	26	23%	39	22	40%	34	51	48%	84
Mammography**	16	28%	35	41	33%	80	24	35%	64	29	25%	70	21	38%	49	41	38%	91

	Demonstration Year 13						Demonstration Year 14						Demonstration Year 15					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 18 years and Over	54			107			57			108			72			126		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	16	30%	36	40	37%	89	25	44%	52	42	39%	71	24	33%	52	35	28%	51
Mammography**	11	20%	24	26	24%	53	20	35%	42	28	26%	68	13	18%	25	18	14%	38

	Demonstration Year 16						Demonstration Year 17						Demonstration Year 18					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 18 years and Over	75			128			70			151			50			157		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Cervical & Vaginal Screenings	16	21%	25	31	24%	54	12	17%	21	34	23%	69	7	14%	12	26	17%	52
Mammography**	15	20%	28	33	26%	77	11	16%	37	26	17%	53	7	14%	13	27	17%	40

	Demonstration Year 1						Demonstration Year 2						Demonstration Year 3					
	Demonstration Enrollees			MaineCare			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 40 years and Over	6			46			7			53			12			57		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	1	17%	1	10	22%	12	0	0%	0	18	34%	21	3	25%	3	14	25%	19

	Demonstration Year 4						Demonstration Year 5						Demonstration Year 6					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 40 years and Over	23			68			24			66			23			60		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	1	4%	1	30	44%	46	7	29%	10	8	12%	11	6	26%	8	19	32%	25

	Demonstration Year 7						Demonstration Year 8						Demonstration Year 9					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 40 years and Over	27			65			31			80			38			81		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	8	30%	8	19	29%	29	4	13%	4	20	25%	35	13	34%	27	32	40%	74

	Demonstration Year 10						Demonstration Year 11						Demonstration Year 12					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 40 years and Over	38			81			52			81			43			74		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	16	42%	35	40	49%	79	23	44%	62	27	33%	64	21	49%	49	41	55%	91

	Demonstration Year 13						Demonstration Year 14						Demonstration Year 15					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 40 years and Over	47			83			45			81			50			91		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	10	21%	22	25	30%	49	20	44%	42	28	35%	68	13	26%	25	18	20%	38

	Demonstration Year 16						Demonstration Year 17						Demonstration Year 18					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Women 40 years and Over	55			95			51			95			40			115		
Description	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Mammography	15	27%	28	32	34%	75	11	22%	37	9	9%	18	7	18%	13	25	22%	51

* 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.

Special Benefits Project: Annual Reports Demonstration Year 18

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 12/31/2020)

	Demonstration Year 1						Demonstration Year 2						Demonstration Year 3					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Members	133			288			158			336			203			344		
Infection	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Actinomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Burkitt's Lymphomas	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.29%	19
Candidiasis	6	4.51%	12	42	14.58%	86	10	6.33%	25	46	13.69%	103	7	3.45%	9	40	11.63%	70
Coccidiomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.49%	1	0	0.00%	0
Coccidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.30%	1	0	0.00%	0	1	0.29%	3
Cryptococcosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.30%	14	0	0.00%	0	0	0.00%	0
Cryptosporidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cytomegalovirus	1	0.75%	5	2	0.69%	6	1	0.63%	10	2	0.60%	13	1	0.49%	3	4	1.16%	9
Herpes Zoster and Simplex	1	0.75%	1	16	5.56%	22	8	5.06%	22	24	7.14%	66	14	6.90%	26	22	6.40%	47
Histoplasmosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.29%	3
Kaposi's Sarcoma	0	0.00%	0	2	0.69%	2	1	0.63%	3	2	0.60%	5	1	0.49%	19	3	0.87%	8
Mycobacterium Avium Complex	3	2.26%	4	2	0.69%	10	0	0.00%	0	3	0.89%	24	1	0.49%	1	4	1.16%	9
Opportunistic Mycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Oral Hairy Leukoplakia	0	0.00%	0	1	0.35%	1	0	0.00%	0	1	0.30%	1	0	0.00%	0	0	0.00%	0
Other lymphomas	3	2.26%	4	6	2.08%	100	4	2.53%	28	11	3.27%	50	1	0.49%	4	5	1.45%	30
Other Named Varient of Lymphosarcoma	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other Specified Infections and parasitic Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	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	4	1.97%	7	7	2.03%	35
Progressive Multi-Focal Leukencephalopthy	0	0.00%	0	1	0.35%	1	1	0.63%	1	1	0.30%	7	1	0.49%	3	0	0.00%	0
Salmonella Diseases	0	0.00%	0	1	0.35%	2	0	0.00%	0	0	0.00%	0	1	0.49%	1	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	0.99%	2	8	2.33%	12
Strongyloidiasis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	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	0	0.00%	0	5	1.45%	20
Tuberculosis	1	0.75%	8	0	0.00%	0	0	0.00%	0	5	1.49%	19	1	0.49%	3	1	0.29%	2
Viral and Bacterial Pneumonias	7	5.26%	20	37	12.85%	160	12	7.59%	70	38	11.31%	196	10	4.93%	30	36	10.47%	128
Total (Distinct Claims and Users)	**17**	**12.78%**	**68**	**82**	**28.47%**	**423**	**29**	**18.35%**	**175**	**102**	**30.36%**	**568**	**34**	**16.75%**	**107**	**93**	**27.03%**	**373**

	Demonstration Year 4						Demonstration Year 5						Demonstration Year 6					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Members	298			338			344			326			349			318		
Infection	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Actinomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Burkitt's Lymphomas	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.29%	11	0	0.00%	0
Candidiasis	6	2.01%	14	24	7.10%	52	8	2.33%	13	26	7.98%	49	7	2.01%	8	23	7.23%	47
Coccidiomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.31%	5
Coccidiosis	0	0.00%	0	1	0.30%	4	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptococcosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.31%	31	0	0.00%	0	1	0.31%	1
Cryptosporidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cytomegalovirus	2	0.67%	12	7	2.07%	23	1	0.29%	3	4	1.23%	11	2	0.57%	4	5	1.57%	10
Herpes Zoster and Simplex	14	4.70%	33	16	4.73%	33	11	3.20%	15	15	4.60%	21	7	2.01%	12	14	4.40%	23
Histoplasmosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Kaposi's Sarcoma	0	0.00%	0	4	1.18%	60	0	0.00%	0	4	1.23%	24	0	0.00%	0	2	0.63%	7
Mycobacterium Avium Complex	1	0.34%	3	3	0.89%	11	0	0.00%	0	3	0.92%	25	1	0.29%	2	7	2.20%	202
Opportunistic Mycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Oral Hairy Leukoplakia	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.29%	1	1	0.31%	1
Other lymphomas	0	0.00%	0	8	2.37%	58	4	1.16%	27	7	2.15%	82	1	0.29%	2	13	4.09%	202
Other Named Varient of Lymphosarcoma	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.31%	1
Other Specified Infections and parasitic Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Pneumocystitis Pneumonia	3	1.01%	43	5	1.48%	17	2	0.58%	3	5	1.53%	21	1	0.29%	5	8	2.52%	25
Progressive Multi-Focal Leukencephalopthy	1	0.34%	5	0	0.00%	0	1	0.29%	1	1	0.31%	2	0	0.00%	0	0	0.00%	0
Salmonella Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.31%	1	0	0.00%	0	0	0.00%	0
Strep and Staph and gram Negative Septicemias	2	0.67%	4	8	2.37%	16	0	0.00%	0	8	2.45%	15	2	0.57%	8	12	3.77%	29
Strongyloidiasis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Toxoplasmosis	1	0.34%	1	2	0.59%	2	1	0.29%	1	4	1.23%	19	1	0.29%	1	1	0.31%	1
Tuberculosis	0	0.00%	0	1	0.30%	11	0	0.00%	0	0	0.00%	0	1	0.29%	1	0	0.00%	0
Viral and Bacterial Pneumonias	6	2.01%	31	26	7.69%	167	8	2.33%	31	24	7.36%	74	11	3.15%	40	23	7.23%	163
Total (Distinct Claims and Users)	**26**	**8.72%**	**115**	**73**	**21.60%**	**432**	**29**	**8.43%**	**92**	**67**	**20.55%**	**352**	**29**	**8.31%**	**79**	**62**	**19.50%**	**753**

	Demonstration Year 7						Demonstration Year 8						Demonstration Year 9					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Members	353			325			400			383			470			394		
Infection	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Actinomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Burkitt's Lymphomas	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	2	0.43%	4	1	0.25%	129
Candidiasis	2	0.57%	3	6	1.85%	14	8	2.00%	15	22	5.74%	40	3	0.64%	5	3	0.76%	12
Coccidiomycosis	0	0.00%	0	1	0.31%	1	0	0.00%	0	1	0.26%	2	0	0.00%	0	0	0.00%	0
Coccidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptococcosis	0	0.00%	0	2	0.62%	22	0	0.00%	0	2	0.52%	10	0	0.00%	0	0	0.00%	0
Cryptosporidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cytomegalovirus	1	0.28%	6	2	0.62%	13	1	0.25%	5	2	0.52%	7	1	0.21%	10	3	0.76%	14
Herpes Zoster and Simplex	8	2.27%	12	5	1.54%	6	12	3.00%	18	10	2.61%	18	11	2.34%	58	12	3.05%	25
Histoplasmosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Kaposi's Sarcoma	0	0.00%	0	2	0.62%	2	0	0.00%	0	2	0.52%	2	2	0.43%	4	0	0.00%	0
Mycobacterium Avium Complex	0	0.00%	0	1	0.31%	54	1	0.25%	4	2	0.52%	157	0	0.00%	0	1	0.25%	7
Opportunistic Mycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Oral Hairy Leukoplakia	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other lymphomas	0	0.00%	0	2	0.62%	20	1	0.25%	3	7	1.83%	39	3	0.64%	29	5	1.27%	42
Other Named Varient of Lymphosarcoma	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other Specified Infections and parasitic Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Pneumocystitis Pneumonia	3	0.85%	25	5	1.54%	22	3	0.75%	18	2	0.52%	11	0	0.00%	0	0	0.00%	0
Progressive Multi-Focal Leukencephalopthy	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.21%	3	2	0.51%	9
Salmonella Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Strep and Staph and gram Negative Septicemias	0	0.00%	0	5	1.54%	15	0	0.00%	0	8	2.09%	19	3	0.64%	21	2	0.51%	12
Strongyloidiasis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Toxoplasmosis	0	0.00%	0	1	0.31%	5	0	0.00%	0	2	0.52%	44	1	0.21%	3	2	0.51%	4
Tuberculosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Viral and Bacterial Pneumonias	1	0.28%	1	5	1.54%	18	15	3.75%	44	31	8.09%	151	3	0.64%	7	6	1.52%	18
Total (Distinct Claims and Users)	**15**	**4.25%**	**47**	**37**	**11.38%**	**192**	**38**	**9.50%**	**99**	**65**	**16.97%**	**480**	**30**	**6.38%**	**144**	**37**	**9.39%**	**272**

	Demonstration Year 10						Demonstration Year 12						Demonstration Year 13					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Members	501			359			525			375			544			388		
Infection	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Actinomycosis	0	0.00%	0	0	0.00%	0	1	0.19%	2	1	0.27%	1	0	0.00%	0	1	0.26%	1
Burkitt's Lymphomas	3	0.60%	51	1	0.28%	25	3	0.57%	13	1	0.27%	16	3	0.55%	11		0.00%	
Candidiasis	7	1.40%	8	6	1.67%	12	3	0.57%	5	10	2.67%	18	7	1.29%	15	5	1.29%	12
Coccidiomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Coccidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptococcosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptosporidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cytomegalovirus	1	0.20%	3	2	0.56%	3	0	0.00%		2	0.53%	5	0	0.00%		0	0.00%	0
Herpes Zoster and Simplex	5	1.00%	12	4	1.11%	6	9	1.71%	20	9	2.40%	16	7	1.29%	17	8	2.06%	22
Histoplasmosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Kaposi's Sarcoma	1	0.20%	10	0	0.00%	0	1	0.19%	5	2	0.53%	32	1	0.18%	4	2	0.52%	21
Mycobacterium Avium Complex	0	0.00%	0	1	0.28%	1	0	0.00%		1	0.27%	2	0	0.00%			0.00%	
Opportunistic Mycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Oral Hairy Leukoplakia	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other lymphomas	8	1.60%	31	7	1.95%	39	3	0.57%	23	2	0.53%	21	5	0.92%	40	7	1.80%	87
Other Named Varient of Lymphosarcoma	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.27%	3	0	0.00%	0	0	0.00%	0
Other Specified Infections and parasitic Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Pneumocystitis Pneumonia	1	0.20%	1	0	0.00%	0	0	0.00%			0.00%		2	0.37%	3	2	0.52%	2
Progressive Multi-Focal Leukencephalopthy	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Salmonella Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Strep and Staph and gram Negative Septicemias	1	0.20%	3	5	1.39%	28	11	2.10%	54	5	1.33%	16	6	1.10%	27	7	1.80%	35
Strongyloidiasis	0	0.00%	0	1	0.28%	2	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Toxoplasmosis	0	0.00%	0	1	0.28%	2	0	0.00%	0		0.00%	0	1	0.18%	1		0.00%	0
Tuberculosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.26%	2
Viral and Bacterial Pneumonias	4	0.80%	15	8	2.23%	11	5	0.95%	11	9	2.40%	16	9	1.65%	17	9	2.32%	23
Total (Distinct Claims and Users)	**31**	**6.19%**	**184**	**36**	**10.03%**	**129**	**36**	**6.86%**	**133**	**43**	**11.47%**	**146**	**41**	**7.54%**	**145**	**42**	**10.82%**	**185**

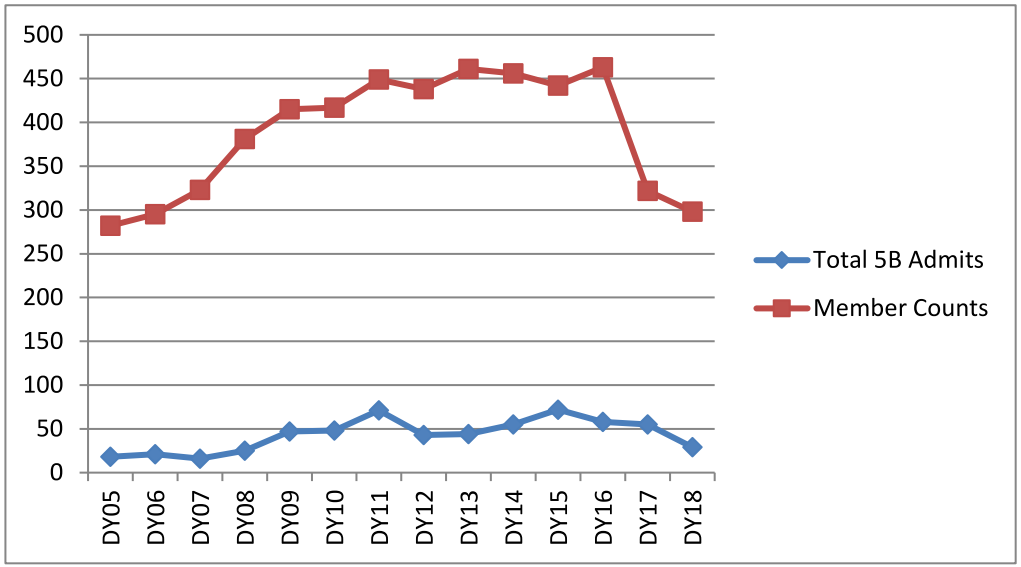
	Demonstration Year 14						Demonstration Year 15						Demonstration Year 16					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Members	536			388			547			389			541			390		
Infection	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Actinomycosis	0	0.00%	0		0.00%		0	0.00%	0		0.00%		0	0.00%	0		0.00%	
Burkitt's Lymphomas	3	0.56%	11		0.00%		3	0.55%	17		0.00%		1	0.18%	1	1	0.26%	21
Candidiasis	4	0.75%	4	3	0.77%	12	3	0.55%	8	4	1.03%	5	2	0.37%	4	4	1.03%	8
Coccidiomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Coccidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptococcosis	1	0.19%	2	1	0.26%	2	0	0.00%	0	1	0.26%	2	2	0.37%	4	0	0.00%	0
Cryptosporidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cytomegalovirus	1	0.19%	2	0	0.00%	0	1	0.18%	6	0	0.00%	0	1	0.18%	4	1	0.26%	12
Herpes Zoster and Simplex	6	1.12%	17	4	1.03%	4	7	1.28%	18	5	1.29%	9	5	0.91%	8	7	1.80%	26
Histoplasmosis	0	0.00%	0	0	0.00%	0	1	0.18%	1	1	0.26%	1	0	0.00%	0	0	0.00%	0
Kaposi's Sarcoma	2	0.37%	20	1	0.26%	1	1	0.18%	4	0	0.00%	0	2	0.37%	6	1	0.26%	7
Mycobacterium Avium Complex	0	0.00%			0.00%		0	0.00%			0.00%		0	0.00%		1	0.26%	17
Opportunistic Mycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Oral Hairy Leukoplakia	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other lymphomas	7	1.31%	111	1	0.26%	32	3	0.55%	19	4	1.03%	18	4	0.73%	8	3	0.77%	285
Other Named Varient of Lymphosarcoma	2	0.37%	4	1	0.26%	2	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.26%	2
Other Specified Infections and parasitic Diseases	6	1.12%	12	8	2.06%	12	5	0.91%	7	1	0.26%	2	0	0.00%	0	0	0.00%	0
Pneumocystitis Pneumonia	0	0.00%			0.00%		3	0.55%	7	1	0.26%	5	0	0.00%		2	0.51%	5
Progressive Multi-Focal Leukencephalopthy	1	0.19%	3	2	0.52%	7	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Salmonella Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Strep and Staph and gram Negative Septicemias	4	0.75%	33	12	3.09%	70	11	2.01%	39	10	2.57%	41	9	1.66%	62	14	3.60%	91
Strongyloidiasis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Toxoplasmosis	1	0.19%	4		0.00%	0	0	0.00%	0		0.00%	0	0	0.00%	0		0.00%	0
Tuberculosis	1	0.19%	1	0	0.00%	0	1	0.18%	18	0	0.00%	0	0	0.00%	0	1	0.26%	1
Viral and Bacterial Pneumonias	20	3.73%	80	20	5.15%	92	24	4.39%	114	11	2.83%	52	9	1.66%	23	19	4.88%	61
Total (Distinct Claims and Users)	**59**	**11.01%**	**304**	**53**	**13.66%**	**234**	**54**	**9.87%**	**258**	**33**	**8.48%**	**135**	**35**	**6.47%**	**118**	**55**	**14.10%**	**506**

	Demonstration Year 17						Demonstration Year 18					
	Demonstration Enrollees			Medicaid Members			Demonstration Enrollees			Medicaid Members		
Distinct Members	506			539			365			560		
Infection	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims	Users	Users (%)	Claims
Actinomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Burkitt's Lymphomas	1	0.20%	1	0	0.00%	0	0	0.00%	0	0	0.00%	0
Candidiasis	4	0.79%	5	9	1.67%	28	1	0.28%	2	6	1.07%	14
Coccidiomycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Coccidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptococcosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cryptosporidiosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Cytomegalovirus	1	0.20%	1	0	0.00%	0	1	0.28%	2	0	0.00%	0
Herpes Zoster and Simplex	5	0.99%	22	7	1.30%	12	4	1.10%	8	13	2.32%	33
Histoplasmosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Kaposi's Sarcoma	2	0.40%	9	2	0.37%	8	1	0.28%	2	3	0.53%	5
Mycobacterium Avium Complex	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Opportunistic Mycosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Oral Hairy Leukoplakia	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other lymphomas	1	0.20%	1	2	0.37%	28	1	0.28%	1	2	0.36%	7
Other Named Varient of Lymphosarcoma	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Other Specified Infections and parasitic Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	1	0.18%	1
Pneumocystitis Pneumonia	1	0.20%	1	0	0.00%	0	0	0.00%	0	0	0.00%	0
Progressive Multi-Focal Leukencephalopthy	0	0.00%	0	0	0.00%	0	1	0.28%	1	2	0.36%	3
Salmonella Diseases	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Strep and Staph and gram Negative Septicemias	10	1.98%	47	14	2.60%	67	7	1.93%	38	12	2.14%	120
Strongyloidiasis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Toxoplasmosis	1	0.20%	2	2	0.37%	7	0	0.00%	0	1	0.18%	5
Tuberculosis	0	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0
Viral and Bacterial Pneumonias	11	2.17%	24	27	5.01%	88	5	1.38%	10	11	1.96%	37
Total (Distinct Claims and Users)	**32**	**6.32%**	**113**	**50**	**9.28%**	**286**	**20**	**5.81%**	**64**	**51**	**9.10%**	**225**

* 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.

Attachment P: General Inpatient Services Compared to Demonstration Enrollment

Year	Total 5B Admits	Member Counts
DY04	20	264
DY05	18	282
DY06	21	295
DY07	16	323
DY08	25	381
DY09	47	415
DY10	48	417
DY11	71	449
DY12	43	438
DY13	44	461
DY14	55	456
DY15	72	442
DY16	58	463
DY17	55	322
DY18	29	298



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					
	Demonstration Enrollees			Medicaid Members*		
Distinct Members Utilizing Services	142			295		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$152,804	11	$123	$477,542	41	$161
Mental Inpatient	$0	0	$0	$0	0	$0
Nursing Facility	$0	0	$0	$89,705	3	$30
General Outpatient	$56,274	75	$45	$362,723	177	$122
Social Services Client	$0	0	$0	$0	0	$0
Physician	$41,645	79	$33	$129,014	191	$43
Podiatrist	$0	0	$0	$592	7	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$13,527	50	$5
Prescribed Drugs	$736,515	124	$592	$3,002,430	284	$1,012
Home Health Services	$0	0	$0	$18,076	15	$6
Community Support Services	$2,454	2	$2	$98,832	14	$33
LCSW/LCPC	$0	0	$0	$0	0	$0
Independent Lab	$21,590	45	$17	$45,253	102	$15
Transportation	$2,306	16	$2	$30,643	80	$10
Medical Supplies/DME Supplies	$0	0	$0	$11,395	37	$4
Prosth/Orthotic Devices	$0	0	$0	$1,690	3	$1
Ambulatory Surgical Center	$429	1	$0	$2,277	3	$1
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$0	0	$0
Waiver for Physically Disabled	$0	0	$0	$85,617	3	$29
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$86,234	80	$69	$297,351	207	$100
Family Planning Clinic	$0	0	$0	$274	3	$0
BMR Waiver	$0	0	$0	$91,009	1	$31
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$11,581	15	$9	$81,554	57	$27
Ambulance	$325	1	$0	$8,300	28	$3
Ambulatory Care Clinic Service	$0	0	$0	$788	1	$0
Physical Therapy Services	$0	0	$0	$1,004	5	$0
Chiropractic Services	$0	0	$0	$699	5	$0
Occupational Therapy Services	$0	0	$0	$0	0	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$1,414	40	$0
Psychological Services	$0	0	$0	$1,242	3	$0
Private Non-Medical Institutions	$0	0	$0	$425,093	16	$143
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	17	$0	$0	92	$0
Optical Services	$0	0	$0	$355	4	$0
Certified Rural Health Clinic	$324	2	$0	$2,355	11	$1
V.D. Screening	$0	0	$0	$60	1	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$0	0	$0
Speech Pathology Services	$0	0	$0	$593	1	$0
Substance Abuse Treatment Facility	$3,364	4	$3	$40,894	22	$14
Boarding Home	$0	0	$0	$63,971	10	$22
MEDICARE PT.B X-OVER	$7,149	31	$6	$49,931	130	$17
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$5,447	1	$2
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$0	0	$0
Private Duty Nursing	$0	0	$0	$630	2	$0
Personal Care Services	$0	0	$0	$14,879	11	$5
Family and Pediatric Nurse Pract.	$0	0	$0	$0	0	$0
Rehab. Services (Head Injury)	$0	0	$0	$12,698	2	$4
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$11,762	19	$9	$55,278	67	$19
OP Mental Health	$0	0	$0	$191	1	$0
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$5,050	3	$2
Total	**$1,134,756**	**135**	**$912**	**$5,530,374**	**331**	**$1,865**

	State Fiscal Year 04					
	Demonstration Enrollees			Medicaid Members*		
Distinct Members Utilizing Services	173			356		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$138,601	13	$85	$782,353	50	$228
Mental Inpatient	$0	0	$0	$0	0	$0
Nursing Facility	$0	0	$0	$107,850	5	$31
General Outpatient	$119,369	85	$74	$369,124	189	$107
Social Services Client	$0	0	$0	$0	0	$0
Physician	$68,014	109	$42	$174,730	216	$51
Podiatrist	$0	0	$0	$143	3	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$10,147	43	$3
Prescribed Drugs	$1,419,351	154	$875	$3,741,927	334	$1,088
Home Health Services	$0	0	$0	$16,424	12	$5
Community Support Services	$2,575	4	$2	$236,055	19	$69
LCSW/LCPC	$0	0	$0	$0	0	$0
Independent Lab	$33,174	63	$20	$52,267	111	$15
Transportation	$2,714	14	$2	$26,986	104	$8
Medical Supplies/DME Supplies	$0	0	$0	$9,432	39	$3
Prosth/Orthotic Devices	$0	0	$0	$638	2	$0
Ambulatory Surgical Center	$446	1	$0	$2,740	5	$1
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$14,175	1	$4
Waiver for Physically Disabled	$0	0	$0	$38,674	1	$11
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$115,579	99	$71	$313,190	218	$91
Family Planning Clinic	$0	0	$0	$83	1	$0
BMR Waiver	$0	0	$0	$102,191	1	$30
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$29,814	24	$18	$105,937	66	$31
Ambulance	$2,497	7	$2	$9,372	36	$3
Ambulatory Care Clinic Service	$0	0	$0	$3,475	2	$1
Physical Therapy Services	$0	0	$0	$1,597	10	$0
Chiropractic Services	$0	0	$0	$1,246	6	$0
Occupational Therapy Services	$0	0	$0	$1,283	2	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$2,040	51	$1
Psychological Services	$1,116	2	$1	$2,243	5	$1
Private Non-Medical Institutions	$0	0	$0	$592,078	20	$172
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	28	$0	$0	123	$0
Optical Services	$0	0	$0	$847	3	$0
Certified Rural Health Clinic	$324	3	$0	$3,853	14	$1
V.D. Screening	$40	2	$0	$60	1	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$56	1	$0
Speech Pathology Services	$0	0	$0	$281	1	$0
Substance Abuse Treatment Facility	$3,897	8	$2	$38,327	21	$11
Boarding Home	$0	0	$0	$62,761	14	$18
MEDICARE PT.B X-OVER	$26,584	47	$16	$49,227	141	$14
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$35,873	3	$10
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$241	1	$0
Private Duty Nursing	$0	0	$0	$1,117	1	$0
Personal Care Services	$0	0	$0	$18,907	11	$5
Family and Pediatric Nurse Pract.	$0	0	$0	$58	1	$0
Rehab. Services (Head Injury)	$0	0	$0	$10,284	1	$3
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$25,000	35	$15	$61,970	72	$18
OP Mental Health	$0	0	$0	$7,020	4	$2
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$4,525	3	$1
Total	**$1,989,095**	**166**	**$1,226**	**$7,013,807**	**359**	**$2,040**

	State Fiscal Year 05					
	ion			Members*		
Distinct Members Utilizing Services	210			362		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$223,163	12	$119	$776,897	57	$216
Mental Inpatient	$0	0	$0	$4,622	3	$1
Nursing Facility	$0	0	$0	$52,777	5	$15
General Outpatient	$117,297	105	$63	$450,065	232	$125
Social Services Client	$0	0	$0	$2,400	1	$1
Physician	$40,298	128	$22	$181,250	324	$50
Podiatrist	$0	0	$0	$136	4	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$12,917	57	$4
Prescribed Drugs	$1,591,512	171	$850	$4,311,719	344	$1,198
Home Health Services	$0	0	$0	$11,029	17	$3
Community Support Services	$11,249	5	$6	$100,044	20	$28
LCSW/LCPC	$0	0	$0	$16	1	$0
Independent Lab	$25,065	53	$13	$46,103	122	$13
Transportation	$4,960	20	$3	$27,709	105	$8
Medical Supplies/DME Supplies	$0	0	$0	$5,789	33	$2
Prosth/Orthotic Devices	$0	0	$0	$89	2	$0
Ambulatory Surgical Center	$624	3	$0	$178	3	$0
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$0	0	$0
Waiver for Physically Disabled	$0	0	$0	$37,212	1	$10
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$88,627	111	$47	$233,400	242	$65
Family Planning Clinic	$0	0	$0	$83	1	$0
BMR Waiver	$0	0	$0	$115,202	1	$32
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$34,033	28	$18	$104,073	73	$29
Ambulance	$1,660	10	$1	$11,501	46	$3
Ambulatory Care Clinic Service	$0	0	$0	$1,080	1	$0
Physical Therapy Services	$0	0	$0	$1,729	7	$0
Chiropractic Services	$0	0	$0	$1,180	6	$0
Occupational Therapy Services	$0	0	$0	$265	2	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$3,187	63	$1
Psychological Services	$485	2	$0	$3,317	7	$1
Private Non-Medical Institutions	$0	0	$0	$615,949	19	$171
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	23	$0	$0	102	$0
Optical Services	$0	0	$0	$0	0	$0
Certified Rural Health Clinic	$1,108	5	$1	$4,053	21	$1
V.D. Screening	$0	0	$0	$20	1	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$0	0	$0
Speech Pathology Services	$0	0	$0	$0	0	$0
Substance Abuse Treatment Facility	$7,032	7	$4	$29,214	23	$8
Boarding Home	$0	0	$0	$40,541	10	$11
MEDICARE PT.B X-OVER	$6,660	37	$4	$17,409	128	$5
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$54,592	5	$15
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$0	0	$0
Private Duty Nursing	$0	0	$0	$899	1	$0
Personal Care Services	$0	0	$0	$26,950	13	$7
Family and Pediatric Nurse Pract.	$0	0	$0	$48	1	$0
Rehab. Services (Head Injury)	$0	0	$0	$13,131	4	$4
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$35,322	53	$19	$69,937	117	$19
OP Mental Health	$247	1	$0	$10,059	7	$3
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$3,029	3	$1
Total	**$2,189,344**	**185**	**$1,170**	**$7,381,800**	**394**	**$2,052**

	State Fiscal Year 06					
	ion			Members*		
Distinct Members Utilizing Services	322			372		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$188,687	19	$66	$849,121	43	$241
Mental Inpatient	$0	0	$0	$9,928	5	$3
Nursing Facility	$0	0	$0	$29,855	3	$8
General Outpatient	$169,579	162	$60	$451,884	236	$128
Social Services Client	$0	0	$0	$0	0	$0
Physician	$50,425	204	$18	$189,081	328	$54
Podiatrist	$5	1	$0	$1,435	7	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$7,337	37	$2
Prescribed Drugs	$1,899,887	264	$667	$3,732,265	357	$1,060
Home Health Services	$0	0	$0	$12,298	11	$3
Community Support Services	$8,778	6	$3	$50,680	16	$14
LCSW/LCPC	$0	0	$0	$0	0	$0
Independent Lab	$30,156	84	$11	$45,295	115	$13
Transportation	$8,312	29	$3	$36,110	109	$10
Medical Supplies/DME Supplies	$27	2	$0	$12,047	40	$3
Prosth/Orthotic Devices	$0	0	$0	$56	1	$0
Ambulatory Surgical Center	$802	5	$0	$2,198	4	$1
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$0	0	$0
Waiver for Physically Disabled	$0	0	$0	$39,709	1	$11
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$82,273	181	$29	$219,194	252	$62
Family Planning Clinic	$0	0	$0	$268	3	$0
BMR Waiver	$0	0	$0	$122,712	1	$35
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$60,985	46	$21	$101,272	85	$29
Ambulance	$2,300	13	$1	$22,647	50	$6
Ambulatory Care Clinic Service	$0	0	$0	$0	0	$0
Physical Therapy Services	$0	0	$0	$2,128	4	$1
Chiropractic Services	$0	0	$0	$1,696	6	$0
Occupational Therapy Services	$0	0	$0	$0	0	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$29	1	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$4,236	61	$1
Psychological Services	$1,276	3	$0	$6,095	5	$2
Private Non-Medical Institutions	$0	0	$0	$677,499	21	$192
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Optical Services	$0	0	$0	$56	2	$0
Certified Rural Health Clinic	$854	9	$0	$3,297	20	$1
V.D. Screening	$0	0	$0	$0	0	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$46	1	$0
Speech Pathology Services	$0	0	$0	$378	1	$0
Substance Abuse Treatment Facility	$2,096	2	$1	$35,336	24	$10
Boarding Home	$0	0	$0	$40,030	10	$11
MEDICARE PT.B X-OVER	$0	0	$0	$0	0	$0
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$27,542	5	$8
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$1,936	1	$1
Private Duty Nursing	$0	0	$0	$1,062	2	$0
Personal Care Services	$0	0	$0	$48,849	15	$14
Family and Pediatric Nurse Pract.	$0	0	$0	$114	1	$0
Rehab. Services (Head Injury)	$0	0	$0	$2,194	1	$1
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$52,112	83	$18	$92,324	117	$26
OP Mental Health	$3,147	2	$1	$9,647	6	$3
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$3,186	3	$1
Total	**$2,561,701**	**297**	**$899**	**$6,893,070**	**386**	**$1,958**

	State Fiscal Year 07					
	ion			Members*		
Distinct Members Utilizing Services	359			355		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$351,225	18	$102	$779,025	49	$228
Mental Inpatient	$0	0	$0	$5,898	1	$2
Nursing Facility	$0	0	$0	$39,557	4	$12
General Outpatient	$253,520	221	$73	$497,269	228	$146
Social Services Client	$0	0	$0	$0	0	$0
Physician	$116,547	247	$34	$148,003	277	$43
Podiatrist	$138	1	$0	$682	6	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$7,087	33	$2
Prescribed Drugs	$1,731,360	309	$500	$2,598,859	331	$762
Home Health Services	$0	0	$0	$11,204	10	$3
Community Support Services	$17,711	8	$5	$72,849	17	$21
LCSW/LCPC	$0	0	$0	$0	0	$0
Independent Lab	$44,906	113	$13	$49,613	106	$15
Transportation	$8,679	49	$3	$44,824	129	$13
Medical Supplies/DME Supplies	$2	1	$0	$8,293	38	$2
Prosth/Orthotic Devices	$0	0	$0	$2,567	5	$1
Ambulatory Surgical Center	$178	2	$0	$2,479	7	$1
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$0	0	$0
Waiver for Physically Disabled	$0	0	$0	$32,983	1	$10
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$122,478	222	$35	$184,778	220	$54
Family Planning Clinic	$154	1	$0	$83	1	$0
BMR Waiver	$0	0	$0	$124,707	1	$37
Speech/Hearing Services	$0	0	$0	$28	1	$0
Mental Health Services	$80,060	65	$23	$76,566	64	$22
Ambulance	$4,132	23	$1	$16,504	50	$5
Ambulatory Care Clinic Service	$0	0	$0	$0	0	$0
Physical Therapy Services	$0	0	$0	$3,056	5	$1
Chiropractic Services	$0	0	$0	$1,746	9	$1
Occupational Therapy Services	$0	0	$0	$0	0	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$3,965	57	$1
Psychological Services	$1,588	4	$0	$6,407	5	$2
Private Non-Medical Institutions	$0	0	$0	$620,507	14	$182
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Optical Services	$0	0	$0	$34	2	$0
Certified Rural Health Clinic	$1,556	11	$0	$5,841	16	$2
V.D. Screening	$0	0	$0	$0	0	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$0	0	$0
Speech Pathology Services	$0	0	$0	$0	0	$0
Substance Abuse Treatment Facility	$4,557	9	$1	$36,355	19	$11
Boarding Home	$0	0	$0	$32,969	9	$10
MEDICARE PT.B X-OVER	$0	0	$0	$0	0	$0
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$11,868	3	$3
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$14,584	2	$4
Private Duty Nursing	$0	0	$0	$1,726	2	$1
Personal Care Services	$0	0	$0	$68,959	11	$20
Family and Pediatric Nurse Pract.	$0	0	$0	$109	2	$0
Rehab. Services (Head Injury)	$0	0	$0	$30,690	2	$9
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$99,110	112	$29	$95,463	110	$28
OP Mental Health	$322	1	$0	$26,818	11	$8
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$2,516	1	$1
Total	**$2,838,222**	**347**	**$820**	**$5,667,471**	**361**	**$1,662**

	State Fiscal Year 08					
	ion			Members*		
Distinct Members Utilizing Services	364			341		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$267,073	24	$77	$1,511,956	47	$473
Mental Inpatient	$0	0	$0	$0	0	$0
Nursing Facility	$0	0	$0	$65,864	4	$21
General Outpatient	$296,946	215	$86	$418,958	202	$131
Social Services Client	$0	0	$0	$1,200	1	$0
Physician	$112,247	262	$32	$140,348	282	$44
Podiatrist	$0	0	$0	$581	10	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$14,509	50	$5
Prescribed Drugs	$2,017,621	302	$583	$2,555,068	318	$799
Home Health Services	$0	0	$0	$17,446	10	$5
Community Support Services	$26,381	10	$8	$53,695	17	$17
LCSW/LCPC	$0	0	$0	$0	0	$0
Independent Lab	$60,081	118	$17	$34,636	104	$11
Transportation	$19,239	57	$6	$48,140	128	$15
Medical Supplies/DME Supplies	$9	2	$0	$45,885	33	$14
Prosth/Orthotic Devices	$0	0	$0	$106	2	$0
Ambulatory Surgical Center	$1,614	6	$0	$1,784	4	$1
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$0	0	$0
Waiver for Physically Disabled	$0	0	$0	$37,806	1	$12
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$172,421	229	$50	$189,599	201	$59
Family Planning Clinic	$77	1	$0	$82	1	$0
BMR Waiver	$0	0	$0	$103,912	1	$33
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$76,093	68	$22	$60,378	54	$19
Ambulance	$4,360	20	$1	$14,177	46	$4
Ambulatory Care Clinic Service	$0	0	$0	$0	0	$0
Physical Therapy Services	$0	0	$0	$2,957	8	$1
Chiropractic Services	$18	1	$0	$1,621	5	$1
Occupational Therapy Services	$352	1	$0	$113	1	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$2,718	47	$1
Psychological Services	$1,096	3	$0	$7,188	6	$2
Private Non-Medical Institutions	$0	0	$0	$533,037	12	$167
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Optical Services	$0	0	$0	$56	2	$0
Certified Rural Health Clinic	$1,023	8	$0	$4,189	12	$1
V.D. Screening	$0	0	$0	$0	0	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$0	0	$0
Speech Pathology Services	$0	0	$0	$0	0	$0
Substance Abuse Treatment Facility	$8,373	8	$2	$36,603	21	$11
Boarding Home	$0	0	$0	$29,263	8	$9
MEDICARE PT.B X-OVER	$0	0	$0	$0	0	$0
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$10,134	1	$3
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$18,897	3	$6
Private Duty Nursing	$0	0	$0	$2,963	5	$1
Personal Care Services	$0	0	$0	$99,601	13	$31
Family and Pediatric Nurse Pract.	$0	0	$0	$60	1	$0
Rehab. Services (Head Injury)	$0	0	$0	$24,258	2	$8
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$64,477	101	$19	$65,514	98	$20
OP Mental Health	$2,190	1	$1	$30,309	5	$9
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$2,383	1	$1
Total	**$3,131,694**	**340**	**$905**	**$6,187,995**	**344**	**$1,936**

	State Fiscal Year 09					
	Demonstration Enrollees			Medicaid Members*		
Distinct Members Utilizing Services	369			348		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$232,435	17	$65	$984,203	42	$294
Mental Inpatient	$0	0	$0	$0	0	$0
Nursing Facility	$0	0	$0	$74,728	1	$22
General Outpatient	$320,933	223	$89	$439,960	196	$131
Social Services Client	$0	0	$0	$0	0	$0
Physician	$96,223	285	$27	$128,677	285	$38
Podiatrist	$27	1	$0	$865	14	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$607	1	$0	$9,709	39	$3
Prescribed Drugs	$2,431,569	320	$678	$2,505,092	321	$748
Home Health Services	$0	0	$0	$9,373	6	$3
Community Support Services	$10,963	7	$3	$107,285	22	$32
LCSW/LCPC	$0	0	$0	$84	1	$0
Independent Lab	$47,703	122	$13	$30,576	87	$9
Transportation	$16,982	68	$5	$71,761	127	$21
Medical Supplies/DME Supplies	$66	4	$0	$39,607	38	$12
Prosth/Orthotic Devices	$0	0	$0	$0	0	$0
Ambulatory Surgical Center	$3,090	5	$1	$802	4	$0
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$4,724	1	$1
Waiver for Physically Disabled	$0	0	$0	$40,459	1	$12
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$220,222	265	$61	$234,096	227	$70
Family Planning Clinic	$0	0	$0	$76	1	$0
BMR Waiver	$0	0	$0	$49,850	1	$15
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$73,526	72	$21	$60,231	60	$18
Ambulance	$4,659	22	$1	$13,787	49	$4
Ambulatory Care Clinic Service	$0	0	$0	$0	0	$0
Physical Therapy Services	$0	0	$0	$253	5	$0
Chiropractic Services	$0	0	$0	$1,599	7	$0
Occupational Therapy Services	$0	0	$0	$0	0	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$3,179	60	$1
Psychological Services	$1,406	1	$0	$4,746	5	$1
Private Non-Medical Institutions	$0	0	$0	$364,473	13	$109
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Optical Services	$0	0	$0	$19	1	$0
Certified Rural Health Clinic	$1,649	8	$0	$1,810	8	$1
V.D. Screening	$40	2	$0	$0	0	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$0	0	$0
Speech Pathology Services	$0	0	$0	$0	0	$0
Substance Abuse Treatment Facility	$13,039	10	$4	$43,464	25	$13
Boarding Home	$0	0	$0	$21,133	6	$6
MEDICARE PT.B X-OVER	$0	0	$0	$0	0	$0
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$21,255	2	$6
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$24,005	2	$7
Private Duty Nursing	$0	0	$0	$3,127	6	$1
Personal Care Services	$0	0	$0	$55,304	20	$17
Family and Pediatric Nurse Pract.	$293	3	$0	$265	1	$0
Rehab. Services (Head Injury)	$0	0	$0	$19,853	2	$6
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$64,822	112	$18	$56,968	86	$17
OP Mental Health	$6,317	4	$2	$15,630	8	$5
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$0	0	$0
Total	**$3,546,569**	**365**	**$989**	**$5,443,028**	**347**	**$1,624**

	State Fiscal Year 10					
	Demonstration Enrollees			Medicaid Members*		
Distinct Members Utilizing Services	420			406		
Category of Service	Paid	Users	PMPM	Paid	Users	PMPM
General Inpatient	$256,299	23	$71	$772,991	45	$198
Mental Inpatient	$0	0	$0	$15,251	1	$4
Nursing Facility	$0	0	$0	$13,708	2	$4
General Outpatient	$451,616	267	$126	$470,815	239	$121
Social Services Client	$0	0	$0	$0	0	$0
Physician	$130,433	321	$36	$127,846	312	$33
Podiatrist	$78	3	$0	$1,117	14	$0
PHP Agency	$0	0	$0	$0	0	$0
Dental	$0	0	$0	$23,842	44	$6
Prescribed Drugs	$3,403,993	381	$949	$2,808,085	362	$720
Home Health Services	$0	0	$0	$2,840	6	$1
Community Support Services	$28,700	9	$8	$92,345	28	$24
LCSW/LCPC	$55	1	$0	$0	0	$0
Independent Lab	$60,606	148	$17	$40,428	99	$10
Transportation	$37,919	91	$11	$82,955	129	$21
Medical Supplies/DME Supplies	$406	5	$0	$11,963	41	$3
Prosth/Orthotic Devices	$0	0	$0	$26	2	$0
Ambulatory Surgical Center	$2,815	9	$1	$2,293	7	$1
Clozarill Monitoring	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Hospice	$0	0	$0	$45,333	3	$12
Waiver for Physically Disabled	$0	0	$0	$40,618	1	$10
Swing Bed	$0	0	$0	$0	0	$0
Case Management	$440,115	319	$123	$369,108	265	$95
Family Planning Clinic	$222	3	$0	$0	0	$0
BMR Waiver	$0	0	$0	$32,902	1	$8
Speech/Hearing Services	$0	0	$0	$0	0	$0
Mental Health Services	$70,689	61	$20	$84,526	73	$22
Ambulance	$7,239	32	$2	$19,880	56	$5
Ambulatory Care Clinic Service	$0	0	$0	$0	0	$0
Physical Therapy Services	$0	0	$0	$122	2	$0
Chiropractic Services	$0	0	$0	$1,968	10	$1
Occupational Therapy Services	$0	0	$0	$62	1	$0
ICF/MR Services Nursing	$0	0	$0	$0	0	$0
Day Habilitation	$0	0	$0	$0	0	$0
Day Health	$0	0	$0	$0	0	$0
Optometric Services	$0	0	$0	$4,585	78	$1
Psychological Services	$2,193	4	$1	$6,157	6	$2
Private Non-Medical Institutions	$0	0	$0	$27,812	4	$7
ICF/MR Boarding	$0	0	$0	$0	0	$0
Reserved	$0	0	$0	$0	0	$0
Optical Services	$0	0	$0	$261	4	$0
Certified Rural Health Clinic	$3,142	9	$1	$4,529	16	$1
V.D. Screening	$0	0	$0	$20	1	$0
Hearing Aid Dealer	$0	0	$0	$0	0	$0
Audiology Services	$0	0	$0	$9	1	$0
Speech Pathology Services	$0	0	$0	$0	0	$0
Substance Abuse Treatment Facility	$12,015	13	$3	$39,990	22	$10
Boarding Home	$0	0	$0	$19,474	2	$5
MEDICARE PT.B X-OVER	$0	0	$0	$0	0	$0
UNCLASSIFIED	$0	0	$0	$0	0	$0
HMO Services	$0	0	$0	$0	0	$0
Nurse/Midwife Services	$0	0	$0	$0	0	$0
State Use Only	$0	0	$0	$0	0	$0
PVT. NON-MED. TREATMENT	$0	0	$0	$27,432	4	$7
BMR Waiver Boarding Home	$0	0	$0	$0	0	$0
BME Waiver	$0	0	$0	$28,308	3	$7
Private Duty Nursing	$0	0	$0	$2,737	7	$1
Personal Care Services	$0	0	$0	$30,477	10	$8
Family and Pediatric Nurse Pract.	$191	4	$0	$0	0	$0
Rehab. Services (Head Injury)	$0	0	$0	$5,087	2	$1
Home Based Mental Health	$0	0	$0	$0	0	$0
Federally Qualified Health Center	$103,749	139	$29	$70,685	114	$18
OP Mental Health	$23,282	3	$6	$38,019	10	$10
Early Intervention	$0	0	$0	$0	0	$0
Developmental Behavioral Clinic	$0	0	$0	$0	0	$0
Non-Traditional PHP	$0	0	$0	$0	0	$0
Total	**$5,035,756**		**$1,404**	**$5,366,604**		**$1,376**

* 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.