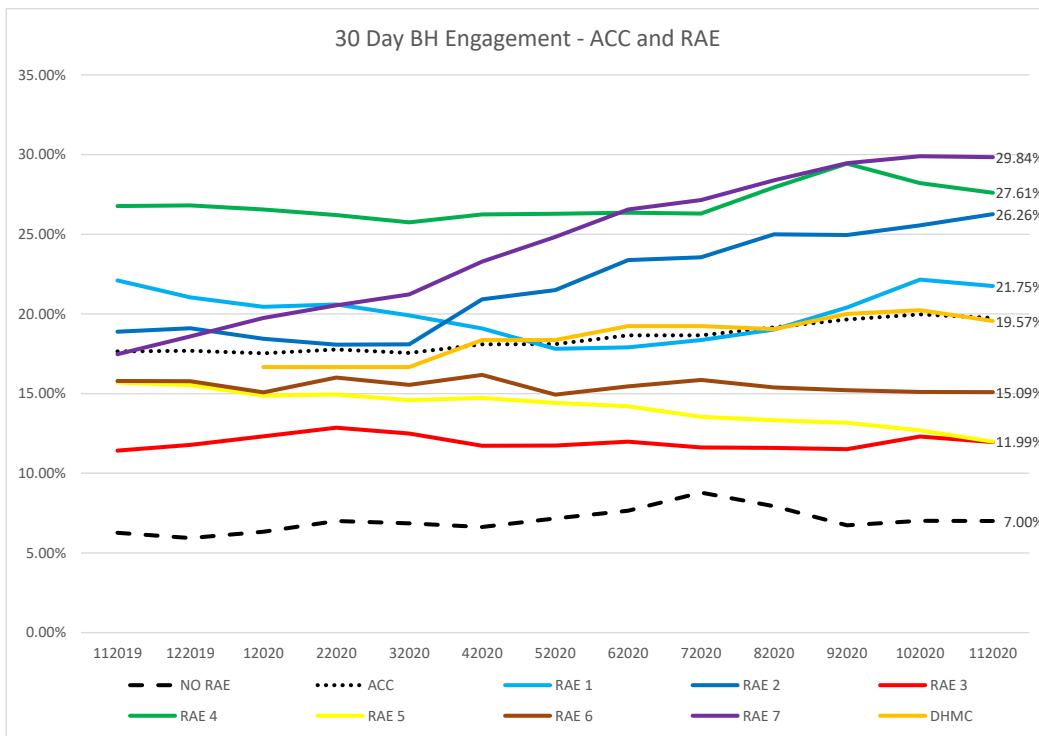
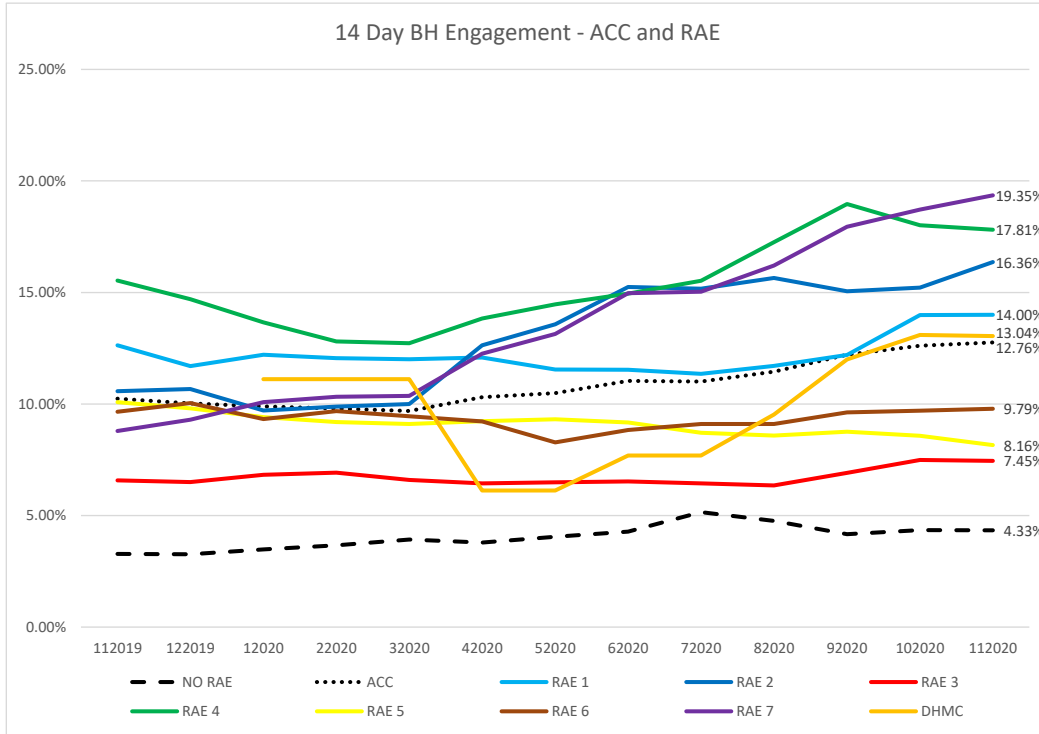


**DOC BH Engagement**  
November 2020

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
6967	889	12.76%	13.39%	-0.63%	44

- Performance increased from 12.33% to 12.76%. Performance has increased by 3 percentage points since March 2020, indicating a continued impact of the cross system efficiencies gained under COVID-19. Performance has increased by 2.76 percentage points, indicating an impact of the adjustments to the Approved Treatment Provider (ATP) Network. Timely filing creates some fluctuation and noise in the most recent months.
- RAE 7 has set a new performance high. Given its geographic variation and high volume, its performance indicates that high throughput is not necessarily limited by sparse provider network. Each contractor needs to coordinate an additional **0.46 visits per month** to hit the collective target.
- Women continue to access care at a higher rate than men, and whites continue to access care at higher rate than non-whites. White women saw the greatest increase.
- Monthly release and access volumes decreased.



**DOC BH Engagement**  
November 2020

Medicaid Release Volume	Engagement Volume	Performance Rate	Target Rate	Difference (%)	Difference (Members)
6967	889	12.76%	13.39%	-0.63%	44

- Performance increased from 12.33% to 12.76%. Performance has increased by 3 percentage points since March 2020, indicating a continued impact of the cross system efficiencies gained under COVID-19. Performance has increased by 2.76 percentage points, indicating an impact of the adjustments to the Approved Treatment Provider (ATP) Network. Timely filing creates some fluctuation and noise in the most recent months.
- RAE 7 has set a new performance high. Given its geographic variation and high volume, its performance indicates that high throughput is not necessarily limited by sparse provider network. Each contractor needs to coordinate an additional **0.46 visits per month** to hit the collective target.
- Women continue to access care at a higher rate than men, and whites continue to access care at higher rate than non-whites. White women saw the greatest increase.
- Monthly release and access volumes decreased.

